



## PATIENT RIGHTS AND RESPONSIBILITIES

The hospital shows its support of rights by how its staff interacts with patients and involves them in decisions about their care, treatment, and services. The hospital respects the culture and rights of patients during those interactions and is committed to these rights of providing quality medical care, treatment and services to patients and ensuring each patient's privacy, individuality and dignity.

### PROVISION OF CARE

- Grant Memorial Hospital does not discriminate on the basis of race, color, religion, national origin, sex (including gender identity), sexual orientation, age or disability. Patients and/or representative, and/or support person should seek assistance if they feel they encounter discrimination by contacting the Customer Service Coordinator at 304-257-5805.

Spanish: Grant Memorial Hospital cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-304-257-1026 (TDD: 1-304-257-4009).

Chinese: Grant Memorial Hospital 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-304-257-1026 (TDD: 1-304-257-4009)。

- The patient has the right to reasonable access to care, treatment and services. The patient has the right to considerate and respectful care, to include consideration of psychosocial, spiritual and cultural variables that influence the perceptions of illness.
- The patient has the right to receive adequate information about the person(s) responsible for the delivery of their care, treatment, and services.
- The patient has the right to be free from all forms of mental, physical, sexual, and verbal abuse, neglect, and exploitation.
- The patient has the right to expect that, within its capacity, the hospital will make a reasonable response to the request of a patient for services. The hospital must provide evaluation, service and/or referral as indicated by the urgency of the care. When medically permissible, a patient may be transferred to another facility only after another facility has accepted the patient and the patient has received complete information and explanation concerning the need for transfer as well as the benefits and risks associated with it.
- The patient has the right to receive care, treatment and services in an environment that is safe.
- The patient has the right to expect reasonable continuity of care after discharge, including information on continuing health care requirements and names and contact information for physicians and others who can provide ongoing care.
- The patient/family has the right, in collaboration with the physician, to be informed about and to make decisions involving his/her health care, including the right of the patient to accept medical care or to refuse treatment to the extent permitted by law and to be informed of the medical consequences of such refusal.
- The patient or his/her designated representative has the right to participate in the consideration of ethical issues that arise in his/her care.
- The patient has the right to be advised if the hospital proposes to engage in or perform human experimentation affecting his/her care of treatment. The patient has the right to refuse to participate in such research projects.
- The patient has the right to appropriate assessment and management of pain.
- The patient has the right to be involved in all aspects of their care, treatment and services including pain management.
- The patient has the right to the freedom from the use of restraints unless clinically required.
- The patient has the right to file a grievance/complaint if the patient is not pleased with any aspect of their care and treatment. Grievance/complaints can be made with the Customer Service Coordinator, Unit Manager or the CEO. If the patient does not feel comfortable making the grievance/complaint to hospital personnel, the patient can report their concerns directly to the:

Office of Health Facility Licensure and Certification  
408 Leon Sullivan  
Charleston, WV 25301-1713  
Telephone: 1-304-558-0050  
Fax: 1-304-558-2515

or

US Department of Health and Human Services  
200 Independence Avenue, SW Room 509 F, HHH Building  
Washington, DC 20201  
1-800-368-1019 or 1-800-537-7697  
Electronic: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

### PROVISIONS OF MEDICAL INFORMATION

- The patient has the right to obtain from physicians complete information, in comprehensible terms, concerning his/her diagnosis, treatment, prognosis, alternatives for care or treatment, and the names of professionals responsible for his/her care. When it is not medically advisable to give such information to the patient, the information should be made available to an appropriate person on his/her behalf.