

Patients Have The Responsibility To:

- Provide information about his/her health, including past illnesses, hospital stays, and use of medication.
- Ask questions when he/she does not understand information or instructions and accept consequences of personal choices.
- Ask his/her physician or nurse what to expect about pain management and to work with his/her physician or nurse to develop a pain management plan.
- Inform his/her physician if he/she cannot follow through with the prescribed treatment.
- Be considerate of the needs of other patients, staff and the hospital.
- Provide information for insurance and for working with the hospital to arrange payment, when needed.
- Recognize the effect of life style on his/her personal health.
- Follow rules and regulations.

For Concerns/Complaints

At Jefferson Medical Center, we are committed to providing the highest quality care. If you have a concern regarding your care, please ask to speak to the charge nurse on your unit. If your complaint is not resolved to your satisfaction you may also call the following for assistance:

Patient Advocate (304) 596-5725

Hospital Administration (304) 728-1669

**Compliance and Ethics Hotline
(800) 340-5877**

You may also contact any of the following:

Joint Commission's Office of Quality Monitoring
(800) 994-6610
complaint@jointcommission.org

Office of Health Facility Licensure and Certification
(to report the violation and to request
an inspection of the facility)
WV Department of Health and Human Resources
408 Leon Sullivan Way, Charleston, WV 25301
(304) 558-0050

State Ombudsman c/o West Virginia
Commission on Aging (304) 558-2241

Protective Services (Child and Adult)
WV Department of Health and Human Resources
(304) 558-7980 (800) 352-6513

Abuse Hotline (Child and Adult) (800) 352-6513

National Domestic Violence Hotline
(800) 799-SAFE (7233)

Shenandoah Women's Center
(Domestic Violence) (304) 725-7080

While In Our Care

- **Your Patient Rights**
- **Nondiscrimination Statement**
- **Translation Services**
- **Your Patient Responsibilities**
- **Addressing Any Concerns/Complaints**



JEFFERSON MEDICAL CENTER

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Patients Have The Right To...

- Privacy and Confidentiality
- Ask us to talk to you confidentially. You have the right to understand. Interpretative services are available to you at no cost.
- Get a copy of the Notice of Privacy Practices. The Notice has all of your rights. Please contact the Privacy Officer at 304-264-1293 if you have any questions.
- Considerate and respectful care.
- Be well-informed about his/her illness, possible treatments, and likely outcomes including discussions of this information with his/her healthcare provider. The patient also has the right to participate in developing and implementing his/her plan of care.
- Know the names and roles of people treating him/her.
- Have a family member or person of their choice and doctor notified of their admission to the hospital.
- Receive visitors whom you designate including but not limited to a spouse, domestic partner (including same sex partner), another family member, or a friend. You have the right to withdraw or deny such consent at any time.
- Have an advanced directive and have hospital staff and other health professionals providing care in the hospital comply with these directives.
- Information about pain management measures and to have staff respond quickly to his/her reports of pain.
- To be free from all forms of neglect, exploitation, and verbal, mental, physical and sexual abuse and harassment. To receive care in a reasonably safe environment that preserves dignity and contributes to a positive self image.
- To be free from any form of restraint unless it is medically necessary.
- Expect that the hospital will give him/her necessary health services to the best of its ability. If treatment, referral, or transfer is recommended, the patient has the right to be informed of the risks, benefits, and alternatives as well as give or withhold informed consent including the production or use of recordings, films, or other images for purposes other than care delivery. Be told of realistic care alternatives when hospital care is no longer appropriate.
- Know if this hospital has relationships with outside parties that may influence his/her treatment and care.
- Know about hospital rules that affect his/her treatment and about charges and payment methods.
- Know about hospital programs or resources, to resolve problems and questions about their hospital stay and care. Examples include the patient advocate and ethics committee.

Nondiscrimination Statement

WVU Medicine Jefferson Medical Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. WVU Medicine Jefferson Medical Center does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Translation Services

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-304-596-5110.

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 1-304-596-5110。