



## YOUR RIGHTS AND RESPONSIBILITIES AS A PATIENT

The University of Virginia Health System is committed to providing an environment that fosters quality healthcare for its patients while respecting the RIGHTS of those patients.

As a patient at the Medical Center you have the following **RIGHTS**:

- To receive information you can understand about your illness and planned treatments.
- To take part in making care decisions including why you need a treatment and what will happen if you do not have it.
- To know the name of the doctors and all staff taking care of you.
- To have your family or doctor informed when you are admitted to the hospital, if you wish.
- To receive care in a safe environment and to be free from any form of abuse or harassment.
- To have personal privacy and to have your healthcare information treated confidentially.
- To access information in your medical record.
- The chance to write down your wishes for future medical care (using an Advance Directive form). We will follow your expressed wishes.
- If you wish to complete an Advance Directive, please ask us for a copy of "Talking about Your Healthcare Choices"
- To have your pain assessed and managed.
- To be free from restraints unless needed to keep you or others safe.
- The option to agree to or refuse any research study or experiment.
- The chance to review your bills and have any questions answered.
- To receive a timely reply to any concerns or complaints.
- To know and to ask your practitioners about the financial relationships they may have with drug, medical product and medical device companies.

Likewise, patients are expected to understand their **RESPONSIBILITIES** to their caregivers and other individuals attempting to provide services to them.

To provide the best possible care, we ask that you and your family:

- Tell us correct and complete information about your health, wishes for your care, changes in your condition, and your concerns.
- Ask questions when anything is unclear.
- Follow your care plan or accept the risks if you make another choice.
- Show respect for all patients, visitors, staff as well as the hospital rules.
- Pay your bills promptly. If you are unable to pay for your care, you may receive help. Ask us for information about our financial assistance program.

## **SPEAK UP FOR SAFETY**

We are dedicated to providing the best healthcare possible for you and your family. We encourage you to participate in your care by asking any questions you may have and by offering your comments and feedback.

We encourage you to *Speak Up*:

- S**peak up if you have questions or concerns.
- P**ay attention to the care you get to make sure you are getting the right treatment.
- E**ducate yourself about your illness and treatment.
- A**sk a trusted family member or friend to be with you during the visit.
- K**now what medicines you take and why you take them. Keep an up-to-date list.
- U**se soap or alcohol gel to clean your hands.  
It's ok to ask your caregivers about washing their hands.
- P**articipate in decisions about your care.

## **Concerns or Complaints**

If you are unhappy with the care you are receiving, we want to know. Please speak with your nurse or doctor about your concerns. If you are not satisfied after speaking with them, please call our Patient Representative Department at 434.924.8315.

You also have the right to contact the agencies listed below to file a complaint:

Virginia Department of Health Office of Licensure and Certification Web: <a href="http://vdh.state.va.us/OLC/">vdh.state.va.us/OLC/</a> Attn: Complaint Unit, Suite 401 9660 Mayland Drive, Richmond, VA 23233 Phone: 800.955.1819 or 804.367.2106 Fax: 804.527.4503	The Joint Commission Office of Quality Monitoring Web: <a href="http://jointcommission.org/">jointcommission.org/</a> One Renaissance Boulevard Oakbrook Terrace, IL 60181 Phone: 800.994.6610 Fax: 630.792.5636
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Medicare and Medicaid beneficiaries may also contact the Virginia Health Quality Center at 866.263.8402 or 800.545.3814

Please tell us if there is anything we can do to make your visit a safe and positive experience. We are glad to give you information about your health condition, our services or the local community. Below is space to write down questions and notes about your visit.

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**For more information about UVA Health System or to sign up for MyChart (our patient view of the medical record), please visit: [www.uvahealth.com](http://www.uvahealth.com)**