

Patient Rights & Responsibilities

PATIENT RIGHTS

The basic rights of all patients at Huntsville Hospital are:

1. Hospital care shall be provided impartially without regard to race, creed, sex or national origin.
2. Patients are entitled to considerate, respectful and dignified care at all times.
3. The patient has the right to receive care in a safe setting.
4. Patients are entitled to personal and informational privacy as required by law. This includes the right to:
 - a. Refuse to see or talk with anyone not officially affiliated with the hospital or involved directly with his/her care;
 - b. Wear appropriate personal clothing, religious or other symbolic items that do not interfere with prescribed treatments or procedures;
 - c. Examination in reasonably private surroundings, including the right to request a person of one's own gender present during certain physical examinations;
 - d. Have one's medical records read and discussed discreetly;
 - e. Confidentiality regarding one's individual care and/or payment sources;
 - f. Data Privacy Rights as described in the Notice of Privacy Practices.
5. Patients and/or patients' legally designated representatives have the right of access to information contained in the patient's medical record, within the limits of the law and in accordance with hospital policies.
6. Patients of Huntsville Hospital have the right to know identity and professional status of all persons participating in their care.
7. Patients are entitled to know the status of their condition including diagnosis, recommended treatment and prognosis for recovery.
8. Patients have the right to be free from physical restraints which are not medically indicated or necessary.
9. Patients have the right, in collaboration with their physicians, to make decisions involving their health care, including acceptance or refusal of medical care or treatment to the extent permitted by law and to be informed of the medical consequences of such refusal.
10. Patients are entitled to formulate advance directives and appoint a surrogate to make health care decisions on their behalf to the extent permitted by law.
11. Patients are entitled to receive an itemized, detailed explanation of charges related to services rendered in their behalf by Huntsville Hospital.
12. Patients will not be transferred to another facility or location without explanation of the necessity for such action.
13. A patient's guardian, next of kin or legally authorized responsible person may exercise, to the extent permitted by law, the rights delineated on behalf of the patient if the patient has been judged incompetent in accordance with the law, or is found by his/her physician to be medically incapable of understanding the proposed treatment or procedure, or is unable to communicate his/her wishes regarding treatment, or is a minor.
14. Patients have the right to appropriate assessment and management of pain.
15. Patients have the right, subject to the patients' consent, to receive visitors whom they designate, including, but not limited to, a spouse, domestic partner (including same-sex domestic partner), another family member, or a friend. Patients have the right to withdraw or deny any such consent at any time.

PATIENT RESPONSIBILITIES

1. Patients are responsible for providing Huntsville Hospital and its practitioners with complete and accurate information regarding present and past illnesses and operations, hospitalizations, medications and other health-related issues, including any unanticipated changes in their condition.
2. Patients are responsible for following recommended treatment plans prescribed and/or administered by their primary practitioner or those assisting him/her, including keeping appointments relative to their care.
3. Patients who refuse prescribed treatments or do not follow their practitioner's instructions assume full responsibility for the consequences of such actions.
4. Patients are responsible for ensuring prompt and complete payment of their hospital bills.
5. All patients must follow hospital rules and regulations relative to patient care and conduct. This includes consideration and respect for the rights and property of other patients and hospital personnel, as well as responsibility for the actions of their visitors and guests.

PATIENT QUESTIONS OR CONCERNS:

Our goal is that you have an excellent experience during your stay at Huntsville Hospital. If at any time you have a question or concern you may:

1. Press the call button to speak with your nurse.
2. Ask to speak with your Charge Nurse or Nurse Manager.
3. If your needs remain unmet, contact the Patient Advocate at (256) 265-2421 or the Customer Service Department at (256) 265-8195, Monday – Friday, 8 a.m. – 5 p.m.
4. If assistance is required after hours, on weekends, or during holidays, please ask your Charge Nurse to contact the House Supervisor.
5. You may also direct correspondence to:

Huntsville Hospital Health System • Customer Service Department
101 Sivley Road • Huntsville, AL 35801
huntsvillehospital.org • hhwomenandchildren.org • madisonALhospital.org
Email: customersvc@hhsys.org

Excellence is our goal! All patient concerns or complaints will be handled courteously and promptly. The patient or family member will be advised immediately of subsequent action taken.

Patient and family members also have the right to access the following governmental agencies:

Alabama Department of Public Health • The RSA Tower • 201 Monroe Street • Montgomery, AL 36104 • (800) 356-9596

Center for Medicare and Medicaid Services • KEPRO, the Quality Improvement Organization
5700 Lombardo Center Drive, Suite 100 • Seven Hills, OH 44131 • (844) 430-9504

Joint Commission • Office of Quality Monitoring
One Renaissance Boulevard • Oakbrook Terrace, Illinois 60181 • (800) 994-6610

This material is provided by Huntsville Hospital. The content is considered an important tool in educating you about issues related to your health care. It is provided to you as part of that care. HHS-003 Form# 288840. Revised 04/16.