

Auburn University Medical Clinic Patient Rights and Responsibilities

You are entitled to a copy of this document if you wish. Please feel free to print a copy from our website or request a copy from one of our staff members.

EAMC, affiliated entities, its physicians, nurses and support staff assure the patient or personal representative, the right:

1. To be informed of your rights;
2. To treatment without discrimination as to age, race, color, ethnicity, culture, language, physical or mental disability, socioeconomic status, religion, sex, national origin, sexual orientation, gender identity, expression or source of payment;
3. To considerate and respectful care in an environment that preserves dignity and contributes to a positive self-image;
4. To be involved in care planning and treatment, to request treatment, to refuse treatment to the extent permitted by law, and to be informed of the medical consequences of your action;
5. To formulate advance directives, e.g., living will, and to have the hospital and doctors who provide care comply with these directives;
6. To know the name and function of any person providing treatment to you;
7. To receive information about care, in a manner that can be understood and/or tailored to your age. In cases where it is not medically advisable to give you such information, the information will be made available to an appropriate person on your behalf;
8. To privacy to the extent consistent with providing adequate medical care to you, including discreet discussion of your case and examination by appropriate health care personnel;
9. To receive care in a safe setting and to be free from all forms of abuse, harassment, neglect or exploitation;
10. To privacy, confidentiality, and access to all records pertaining to your treatment and to request amendment to information contained in your record within a reasonable time frame in accordance with law and regulation;
11. To be free from any form of restraint that is not medically necessary to improve your well-being;
12. To appropriate assessment and management of your pain;
13. To examine and receive an explanation of your bill, regardless of the source of payment;

14. To request a transfer to another room if another patient or visitor in the room is unreasonably disturbing;
15. To consult with additional specialists at your own request and expense;
16. To voice grievances and recommend changes in policies and services to staff without fear of reprisal;
17. To file unresolved grievances with the Alabama Quality Assurance Foundation (1-800-760-3540 Quality of care), the State Department of Public Health (1-800-356-9596), or with The Joint Commission (1-800-994-6610) or compliant@jointcommision.org. For Medicare Complaints call 1-800-633-4227 or for Discharge Disputes call 1-800-366-1486;
18. To have visitation rights not prohibited or denied based on race, color, national origin, religion, sex, sexual orientation, gender identity, or disability. Visitation rights may be restricted if medically indicated.
19. To have a family member or representative of his/her own physician notified of admission to hospital;
20. To access protective and advocacy services;
21. To transportation services as appropriate to care

EAMC and affiliated entities requests the cooperation of its patients to ensure individualized, quality patient care. We encourage you to participate in the course of your treatment by making your needs and concerns known to the professionals rendering care and treatment. Before consent to treatment, be sure to ask any questions you may have about your diagnosis, treatment, or procedure proposed, the risks, if any, and the anticipated outcome. We believe an informed patient is a secure patient.

It is the patient's responsibility:

1. To provide the physicians and healthcare personnel with accurate information about present symptoms, past illnesses, hospitalizations, medications, and other matters related to your health;
2. To follow both the treatment plan recommended by your physician and the hospital's rules and regulations affecting your care and conduct, including instructions of nurses and other health professionals as they carry out your physician's orders;
3. To accept responsibility for your actions should you refuse treatment or should you choose not to follow your physician's orders;
4. To be considerate of other patients, by observing no tobacco regulations, controlling the noise of television and radios, and observing the visiting hours while limiting the number of visitors (e.g., two at a time unless otherwise informed);
5. To be respectful of the healthcare personnel who are dedicated to caring for you;

6. To refrain from taking supplies, linens, or equipment;
7. To promptly pay your bills, provide insurance information, and direct any questions you may have about your hospital bill to Patient Accounting.

If during the course of your stay, there is a problem or concern you or your representative wishes to share regarding care, treatment, services, or patient safety, simply speak up and it will be investigated and addressed.

You can report your problem or concern by any of the following ways:

- Call the Compliant Line at 334-528-3281
- Speak to a nurse supervisor or manager
- Call the operator and ask to speak with the House Supervisor after normal business hours
- Go to our website at www.eamc.org