

## Rights of the Disabled

When serving the disabled, our hospital continually strives to meet the objectives of the Americans with Disabilities Act and the Virginians with Disabilities Act. If you encounter any physical or communication barrier during your time at our hospital, or if you believe you have been denied access to the hospital's full array of services because of your disability, please contact the patient representative.

## Patient Representative Contact Numbers

Patient Representatives are available at the following hospitals:

### Inova Alexandria Hospital

703-504-3128

### Inova Fair Oaks Hospital

703-391-3885

### Inova Fairfax Hospital

### Inova Fairfax Hospital for Children

### Inova Heart and Vascular Institute

703-776-3663

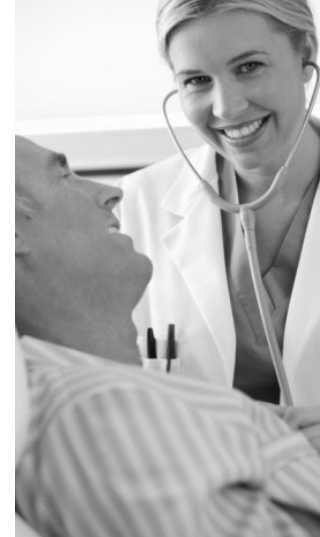
### Inova Loudoun Hospital

703-858-6795

### Inova Mount Vernon Hospital

703-664-7555

Inova Health System is a not-for-profit healthcare system based in Northern Virginia that consists of hospitals and other health services, including emergency- and urgent-care centers, home care, nursing homes, mental health and blood donor services, and wellness classes. Governed by a voluntary board of community members, Inova's mission is to improve the health of the diverse community it serves through excellence in patient care, education and research. Inova provides a healthy environment for its patients, families, visitors, staff and physicians by prohibiting tobacco use on its campuses.



## Patient Rights and Responsibilities



## Patient Rights and Responsibilities

We can provide better healthcare when you and your family work together as partners with our staff. It is our responsibility to advise you of your rights as a patient; you also have responsibilities in your treatment and care. We urge you to ask questions, be proactive and take an active part in your healthcare plan. If you have questions or concerns, please discuss these with any staff member or contact the hospital's patient representative.

## Overview of Patient Rights

While you are in our hospital, you have certain rights as a patient. You have the right to:

- Courteous, respectful care
- Effective communication
- Information about your health and care
- Make informed decisions
- Participate in your care plan
- Consent to or decline treatment
- Appropriate assessment and management of pain
- Know the names and titles of your healthcare providers
- Safety and privacy
- Confidentiality
- Contact the patient representative
- Have a family member or representative, and your physician, notified of your admission
- Consent to or decline participation in research studies or media recordings
- Access information, request amendments to, and receive an accounting of disclosures of your health information
- Be free from unnecessary or inappropriate restraints
- Be free from all forms of abuse or harassment
- Receive hospital services without discrimination on the basis of any factor prohibited by applicable law
- Interpreter services at no cost

## Patient Responsibilities

As a patient, you are responsible for the following:

- Providing complete and accurate information about your health, including past illnesses, hospital stays, use of medications and other matters relating to your health
- Asking questions when you do not understand what you have been told about your care or what you are expected to do
- Telling your doctor if you believe you cannot follow through with your treatment recommendations, and understanding the possible outcomes if you elect not to follow the advised treatment plan
- Being considerate of other patients, staff and hospital property, and following hospital rules and regulations (we ask this of your visitors as well)
- Providing necessary information for insurance claims and for promptly assuring that the financial obligations of your healthcare are fulfilled

## Your Healthcare Decisions

You have the right to create and communicate advance directives. We want to know, and will respect, your decisions about medical care. These decisions, called advance directives, can include such things as:

- A living will
- A durable power of attorney for healthcare decisions
- Organ donation wishes

If you have advance directives, please provide a copy to your nurse. If you want more information about advance directives, please ask your nurse or the patient representative.

## If You Have Questions, Concerns or Comments

To receive more information on patient rights and responsibilities, contact the hospital's patient representative.

They are here to help patients and families with problems, special needs, and any questions and concerns about hospital policies.

Through its Patient Relations program, our hospital has a process to address complaints or grievances. If you choose, you may also contact the Virginia Department of Health at 3600 W. Broad St., Suite 216, Richmond, VA 23230, or call 800-955-1819.

You may also contact the Office of Quality Monitoring, The Joint Commission, One Renaissance Blvd., Oakbrook Terrace, IL 60181, or call 800-994-6610.

## Insurance Concerns

If you have questions or concerns about decisions made by your managed-care health insurance plan, contact the Managed Care Ombudsman at 877-310-6560.

## Ethics Consultation

Our hospital's Ethics Committee provides consultation services to help a patient or family deal with questions of life and death, as well as the quality of life. The Ethics Consulting team helps patients, families and hospital staff talk about appropriate plans of care. The role of the Consulting team is to advise; it does not judge or make decisions. Its assistance is intended to help clarify issues for the patient and family members involved, to give them the information they need to make decisions.

Anyone directly involved with a patient can seek a consultation on the patient's behalf, including the patient, family members, physicians, the nurses caring for the patient and other members of the patient's healthcare team.

To contact a member of our hospital's Ethics Consulting team, call the hospital operator or the hospital's patient representative.