



## PATIENT'S BILL OF RIGHTS

### A PATIENT HAS THE RIGHT TO:

- Be treated with courtesy and respect, with appreciation of his individual dignity, and the protection of his or her need for privacy.
- A prompt and reasonable response to questions and requests.
- Know who is providing medical services, and who is responsible for his or her care.
- Have a family member or designated representative notified promptly of his or her admission to a Hospital.
- Be given by his healthcare provider information concerning diagnosis, planned course of treatment , alternatives, risks, and prognosis.
- Confidentiality of his or her clinical records and has the right to access that information within a reasonable timeframe.
- Be included in all aspects of care and care decisions including effective assessment and management of pain and end-of-life care.
- To participate in making decisions about the development and implementation of their plan of care, and the right to request or refuse and treatment except as provided by law.
- Formulate advanced directives and be assured that all Hospital Staff and Practitioners providing their care will comply with those directives in accordance with state law.
- Know what patient support services are available, including whether an interpreter is available if he or she does not speak English.
- Be free from all forms of abuse, neglect, or harassment including the freedom fro restraints, whether physical or chemical that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
- Receive care in a safe environment that provides comfort and the protection of emotional and physical health.
- Know what rules and regulations apply to his conduct.
- Be given, upon request, full information and necessary counseling on the availability of known financial resources for his care.
- Know, if he or she is eligible for Medicare, that upon request and in advance of treatment, whether the healthcare provider or healthcare facility accepts the Medicare assignment rate.

- Receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- Express grievances regarding any violation of his rights as stated by Georgia Law, through the grievance procedure of the healthcare provider or healthcare facility that served him or her to the appropriate state licensing agency.
- Receive a copy of reasonably clear and understandable, itemized bill and upon request, to have the charges explained.
- Impartial access to medical treatment or accommodations, regardless of race, national origin, religion, sexual orientation, Physical handicap, or source of payment.

I have read and fully understand this policy.

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Signature of Patient or Legal Guardian

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Date