

# Patient Rights & Responsibilities

## PATIENT RIGHTS

At Cullman Regional, all patients have the right:

- To considerate and respectful care.
- To know by name the physicians, nurses and staff members responsible for your care.
- To hear from your primary physician, in a language you can understand, your diagnosis, the treatment prescribed for you, the prognosis of your illness and any instruction for follow-up care.
- To talk openly with your physician.
- To know the reason you are given various tests and treatments and the names of those who are performing the procedures.
- To know the general nature and inherent risk of any procedure or treatment prescribed for you.
- To change your mind about any procedure for which you have given your consent.
- To refuse to sign a consent form if you feel everything has not been explained to your satisfaction.
- To cross out and initial any part of the consent form that you do not want applied to your care.
- To refuse treatment and to be informed of the medical consequences of this action.
- To information about pain and pain-relief measures.
- To expect a concerned staff committed to pain prevention and management.
- To health professionals who respond quickly to reports of pain.
- To health professionals who believe your reports of pain.
- To limit those persons who visit you.
- To expect your personal privacy to be respected to the fullest extent with the care prescribed for you.
- To expect all communications and other records pertaining to your care, including the source of payment for treatment, to be kept confidential.
- To request a consultation or second opinion from another physician.
- To change physicians.
- To change hospitals.
- To request access to social services available, chaplain services or have ethical issues addressed that may concern you to include the needs of the dying patient. These services shall be available without regard to race, color, creed, national origin, age, sex, handicap or source of payment.
- To examine your hospital bill and receive an explanation of it.
- To refuse to participate in medical training programs and research projects.
- To designate a representative decision maker in the event you are incapable of understanding a proposed treatment or procedure or are unable to communicate your wishes regarding care.
- Express an idea or concern.

## PATIENT RESPONSIBILITIES

Being involved in your own healthcare contributes to your safety and well being. As a patient, you are encouraged:

- To know and follow the hospital rules and regulations.
- To give cooperation and to follow the care prescribed or recommended for you by your physician, nurse or allied health personnel.
- To provide the most accurate and complete information about your health history, including medications, hospitalizations and past illnesses.
- To notify your physician or head nurse if you do not understand your diagnosis, treatment or prognosis.
- To ask your doctor or nurse what to expect regarding pain and pain management.
- To discuss pain relief options with your doctor and nurse.
- To work with your doctor and nurse to develop a pain management plan.
- To ask for pain relief when pain first begins.
- To help your doctor and nurse assess your pain.
- To tell your doctor or nurse if your pain is not relieved.
- To tell your doctor or nurse about any worries you have about taking pain medication.
- To let the nurse and your family know if you feel you are receiving too many outside guests.
- To respect the privacy of your roommate.
- To accept the financial obligations associated with your care.
- To advise your nurse, physician or patient representative of any dissatisfaction you may have in regard to your care at the hospital.
- To be considerate of the rights of other patients and hospital personnel, and to assist in the control of noise, smoking and the number of guests you receive.

## PATIENT QUESTIONS OR CONCERNS:

**Our goal is to provide an exceptional experience during your stay at Cullman Regional. If at any time, you have a question or concern, you may:**

1. Press the call button to speak to your nurse.
2. Ask to speak to the Charge Nurse, Nurse Manager or Unit Director.
3. If your needs remain unmet, ask you nurse to or contact the House Supervisor at (256) 737-2736.
4. If your needs remain unmet, contact the Cullman Regional Patient Advocate at (256) 737-2591.
5. You may also direct correspondence to:

**Cullman Regional Quality Department**  
PO box 1108 • Cullman, AL 35056-1108  
Cullmanregional.com

**Excellence is our goal! All patient concerns 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 • (844) 430-9504

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