

## Patient Rights

- Receive access to equal medical treatment and accommodations regardless of race, color, sex or gender, gender identity, sexual orientation, marital status, national origin or culture, religion, or economic background.
- Receive respectful, high-quality, and professional care in a safe environment free of all forms of discrimination, abuse, and harassment.
- Exercise his or her rights without being subjected to discrimination or reprisal.
- Be involved in all aspects of care.
- Request the Center provide a person of one's own gender to be present during certain parts of physical examinations, treatments, or procedures performed by a health provider of the opposite gender, except in emergencies.
- Be fully informed and have complete information to the extent known by the physician regarding diagnosis, treatment, procedure, prognosis, and alternatives, as well as the risks and side effects associated with the treatment and procedure prior to the procedure.
- Names and functions of all physicians and medical staff who will provide direct care.
- Be fully informed on the outcomes of care, treatment, and services, as well as any continuing health care requirements and follow-up care that may be needed following discharge.
- Personal privacy for treatment.
- Be informed of any research or human experimentation that is proposed in his or her treatment and has the right to refuse participation.
- Be a participant in decisions regarding his or her care and the intensity and scope of treatment. If the patient is unable to participate in those decisions, the patient's rights shall be exercised by the patient's designated representative.
- Be informed before any transfer to another facility and an explanation about the need for and alternatives to transfer, provisions for continuing care, and acceptance by the receiving facility.
- Change providers if other qualified providers are available.
- Refuse treatment or leave the Center against the advice of physicians, to the extent permitted by law, and to be fully informed of the medical consequences of the decision.
- Be informed of the facility's policy regarding advance directives, living wills and DNR's.
- Have all communication and medical record be treated as confidential.
- Access to and/or copies of his or her medical record.
- Approve or refuse the release of medical records to any individual outside the facility, or as required by law or third party payment contract.

- Be informed of the Center's billing practices, charges for services, and eligibility for third-party reimbursement.
- Upon request, receive a reasonable estimate of medical care charges, prior to treatment.
- Express grievances regarding treatment or care at any time without fear of retribution or denial of care and have a timely resolution.

## Patient Responsibilities

- Respect the rights of other patients, Center personnel, and facility property.
- Keep appointments and, when unable to do so, notify the facility and physician.
- Provide complete and accurate information about his or her health status, medical history, present condition and medications, past hospitalizations and surgeries, and other matters related to the patient's health and medical care.
- Report whether he or she clearly understands the planned course of treatment and what is expected of him or her.
- Follow all Center rules and safety regulations to assist in the control of noise, smoking, and other distractions. If instructions are not followed, the patient will forfeit care at the facility.
- Accept personal financial responsibility for any charges not covered by insurance and promptly fulfilling his or her financial obligations to the facility.
- Provide a responsible adult to transport the patient home and to remain with them as directed by the provider or as indicated on discharge instructions.
- Inform the Center of a violation of patient rights and/or any safety concerns.
- Follow the plan of care established by the patient and their physician. The patient is responsible for the consequences of not following their plan of care and medical staff directions.
- Report any complications and unexpected changes in their condition to the physician in a timely manner.

### **Patient Complaint or Grievance**

To report a complaint or grievance via mail:

#### **VCS Heart & Vascular Center**

8007 Discovery Drive

Richmond, VA 23229

Complaints and grievances may also be filed with:

#### **Virginia Office of Licensure and Certification-Complaint Unit**

9960 Mayland Drive, Suite 401

Henrico, VA 23233-1463

(800) 955-1819

OR

#### **Quad A**

7500 Grand Avenue, Suite 200

Gurnee, IL 60031

(847) 775-1970

Medicare beneficiaries may receive information regarding their options under Medicare and their rights and protections by visiting the website for the Office of the Medicare Beneficiary Ombudsman at: <https://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>