

Centra Health Rules & Regulations

The patient has the right to be informed of Centra Health rules and regulations applicable to his conduct as a patient, and to information regarding mechanisms for the initiation, review, and when possible, resolution of patient complaints concerning the quality of care.

Patient Responsibilities

Provide Accurate Information

The patient has the responsibility to provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to his health. He/she has the responsibility to report unexpected changes in medical condition to the responsible practitioner.

Follow Treatment Instruction

The patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for his care. This may include instructions of nurses and allied health personnel as they carry out the plan of care set forth by the practitioner's orders.

Pain Management

- The patient has the responsibility to:
- Tell his doctor or nurse where it hurts and how much on the Pain Scale
 - 0 = No pain
 - 10 = Worst possible pain
 - Describe what makes his pain better or worse
 - Tell his doctor or nurse about past pain treatments
 - Work with his doctor or nurse to develop a pain management plan

Refusal Of Treatment

The patient is responsible for his actions if he refuses treatment or does not follow the plan of care set forth by practitioner's instructions.

Centra Health Charges

The patient is responsible for insuring that the financial obligations of his health care are fulfilled as promptly as possible.

Centra Health Rules & Regulations

The patient is responsible for following Centra Health rules and regulations affecting patient care conduct.

Respect & Consideration

The patient is responsible for being considerate of the rights of other patients and Centra Health personnel. The patient is responsible for being respectful of the property of other persons and of Centra Health.

Questions & Concerns

If you have concerns or complaints, talk to your nurse first. In addition, you may call the hospital administrator at 947-3006 or you may write to the Virginia Center for Quality Health Care Services at 3600 W. Broad St., Suite 216, Richmond, VA 23230

Centra Health

Now...And For Life

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www.centrahealth.com

Centra Health is a regional health care system in Lynchburg, VA comprised of Lynchburg General Hospital, Virginia Baptist Hospital, Guggenheimer Nursing Home, Fairmont Crossing Nursing Home, Lynchburg Family Practice Residency, Centra Lab, Mammography Center, MedChoice, Courtside Athletic Club and physicians' offices in Bedford, Big Island, Brookneal, Gretna and Lynchburg.

9/01/JM/S

Your Rights
And
Responsibilities
As Our Patient

Centra Health
Now...And For Life

Patient Rights

Access To Care

Individuals shall be accorded impartial access to treatment or accommodations that are available or medically indicated, regardless of race, creed, sex, national origin, or sources of payment for care.

Privacy & Confidentiality

The patient has the right, within the law, to personal and information privacy, as manifested by the following rights:

- To refuse to talk with or see anyone not officially connected with Centra Health or persons officially connected with Centra Health but not directly involved in the patient's care.
- To wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment.
- To be interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy. This includes the right to have a person of one's own sex present during certain parts of a physical examination, treatment, or procedure performed by a health professional of the opposite sex and the right not to remain disrobed any longer than is required to accomplish the medical purpose for which the patient was asked to disrobe.
- To expect that any discussion or consultation involving a patient's case will be conducted discreetly and that individuals not directly involved in a patient's care will not be present without permission.
- To expect all communications and other records pertaining to his care, including the source of payment for treatment, to be treated as confidential.
- To have the medical record read only by individuals for whom the information is necessary to perform their duties with Centra Health. The patient or the patient's legally designated representative has access to the information contained in the patient's medical record within the limits of the law.

Respect & Dignity

The patient has the right to considerate, respectful care at all times and under all circumstances, with recognition of personal dignity. This includes the right to be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience, or retaliation by staff. Patients have the right to be free from unnecessary pain. Please ask your nurse about our Pain Management Program.

Personal Safety

The patient has the right to expect reasonable safety insofar as Centra Health practices and environment are concerned.

Identity Of Centra Health Staff

The patient has the right to know the identity and professional status of individuals providing service to him and to know which physician or other practitioner is primarily responsible for his care.

Information About Diagnosis, Treatment & Prognosis

The patient has the right to complete and current information concerning his diagnosis (to the degree known), treatment, and any known prognosis. This information should be communicated in terms the patient can reasonably be expected to understand. When not medically advisable, such information may be made available to a legally authorized individual.

Pain Management

- The patient has the right to:
- Have his report of pain believed
 - Have his pain assessed and treated promptly
 - Be informed of available treatments
 - Have knowledgeable staff dedicated to managing his pain
 - Have his questions answered about pain and pain relief
 - Have the feeling that staff cares about his pain

Acceptance/Refusal Of Treatment

The patient may accept or refuse medical care or refuse treatment to the extent permitted by law and be informed of the medical consequences of such refusal.

Bioethics Committee

The patient, or his or her designated representative, has a right to participate in solving ethical issues that arise in his or her care. The attending physician is available to help in making these decisions. The Medical Staff Bioethics Committee is also available to assist patients and physicians if needed. Patients interested in talking to the Bioethics Committee should speak to their doctor.

Protective Services

Information about protective services is available from the hospital's social work department, 947-4604 or 947-7372.

Access To Interpreter

The patient has the right to access to an interpreter for language barriers.

Explanation Of Condition & Procedures

The patient has the right to a clear, concise explanation of his condition and all proposed technical procedures, including the possibilities of risks involved, problems related to recovery, and probability of success. Thus, the patient has the right to reasonably informed participation in decisions involving his health care. The patient will not be subjected to any procedure without his voluntary, competent understanding, or that of his legally authorized representative.

Centra Health Charges

The patient has the right to request and receive an itemized and detailed explanation of his total bill for services rendered and timely notice of any termination of reimbursement from any third party payor.