



Gwinnett  
Medical Center

Lawrenceville · Duluth

## Rights

All patients shall have the right to:

- A. Impartial access to care regardless of race, creed, sex, national origin, handicap or ability to pay.
- B. Have access to an interpreter.
- C. Be treated with respect and dignity at all times.
- D. Expect that a family member or representative and physician will be notified promptly of your admission to the hospital.
- E. Refuse to talk with or see anyone not directly involved in your care and treatment.
- F. Wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatments.
- G. Be interviewed and examined in privacy and to have someone of your own gender present, if requested.
- H. Have your care and treatment handled confidentially and be assured that your medical records will be read only by authorized individuals.
- I. Access information contained in your medical records within a reasonable timeframe.
- J. Current information concerning your diagnosis (to the degree known), treatment and any known prognosis.
- K. Make decisions about your plan of care, including the assessment and management of pain, prior to and during the course of treatment, and the extent to which family members participate in care decisions.
- L. Have diagnostic and treatment decisions based on clinical indications and not on reimbursement.
- M. Be free from restraints or seclusion imposed as a means of coercion, discipline, convenience or retaliation by staff.
- N. Be placed in protective privacy, when considered necessary, for personal safety.
- O. Receive care in a safe setting, free from abuse and harassment.
- P. Know the identity and professional status of individuals providing service and know which physician or other practitioner is primarily responsible for your care.
- Q. Know of the existence of any professional or business relationships among individuals who are treating you, as well as the relationship to any other healthcare or educational institutions involved in your case.
- R. Access people outside of the hospital, including pastoral care and advocacy services, by means of visitation and by verbal and written communication, as long as they do not interfere with diagnostic procedures or treatments.
- S. Information necessary to give informed consent prior to the start of procedures for treatment.

- T. Have your advance directive, if formulated and provided to the hospital, honored by the hospital system and, if ethical issues arise, the right to access the Ethics Resource Council.
- U. Request, at your expense, consultations with specialists.
- V. Refuse treatment with the understanding that the hospital system/patient relationship may be terminated with reasonable notice.
- W. Consent or decline to participate in research without fear that future care will be compromised.
- X. An explanation of the need to transfer to another facility, the alternative to such a transfer and the right to refuse the transfer.
- Y. Request and receive an itemized explanation of your total bills for services rendered.
- Z. Information about the hospital's mechanism for the initiation, review and resolution of patient complaints, including the right to:
  - 1. Access an internal grievance process through contact with the Patient Representative Department of the hospital, or
  - 2. Seek external review of your concerns by contacting either the Department of Human Resources Office of Regulatory Services at 2 Peachtree St., NW, Atlanta, GA 30303-3142 or by phone at 404-656-4374; or the Joint Commission at 1-800-944-6610.

### **Responsibilities**

All patients have the responsibility:

- A. To provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, advance directives and other matters related to your health.
- B. To ask for pain relief when pain first begins, to report when pain is not relieved and to discuss your pain management plan and pain relief options with your doctors and nurses.
- C. To follow the treatment plan recommended by the practitioner primarily responsible for your care.
- D. For your actions if you refuse treatment or do not follow the practitioner's instructions.
- E. For assuring that the financial obligations for your healthcare are fulfilled as promptly as possible.
- F. For following hospital rules and regulations affecting patient care and conduct.
- G. For being considerate and respectful of the rights and property of other patients, visitors, hospital personnel and the hospital system.

### **Patients with Special Needs**

Our staff wants to communicate effectively with you or other persons participating in your care or treatment who may be deaf/hearing impaired or have other special needs. The following are available free of charge for those with special needs:

- Sign language and oral interpreters
- TDDs (telecommunications devices for the deaf)
- Closed captioning for televisions
- Volume-control telephones
- Handheld bed controls

- Handheld bed controls in Braille
- Pressure-sensitive nurse call pad
- Phone with flashing light for the hearing impaired
- Language line services

If you have any questions or concerns regarding Patient Rights & Responsibilities or special assistance, contact the Patient Representative Department at 678-312-4399 or 678-312-1000.