

Your rights and responsibilities

Novant Health UVA Health System Culpeper Medical Center is committed to providing you with the best healthcare experience possible. The hospital and its staff believe that patients who seek treatment here shall receive safe, respectful and compassionate care at all times.

As a patient of Culpeper Medical Center, you have these rights:

- To be notified of your rights as a patient upon admission.
- To receive considerate and respectful care in an environment that preserves your personal dignity.
- To receive impartial access to treatment or accommodations that are available or medically indicated, regardless of race, age, disability, sex, gender identity, national origin, religion, or sources of payment for care.
- To have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected and to have access to pastoral and other spiritual services.
- To reasonable, informed participation involving healthcare. This includes being informed of your healthcare status, being involved in care planning and treatment and being able to refuse treatment.
- To access information contained in your medical record. This includes the right to know the name of the doctor who is in charge of your care and treatment, and the names of other hospital staff on your healthcare team.
- To have your family and your doctor or others designated by you, told when you are admitted to the hospital.
- To be part of the planning and decision-making process during your hospital stay, including discharge planning and pain management, to help you remain comfortable.
- To personal privacy during your stay and to have all information regarding your care treated as confidential.
- To receive treatment in a safe environment, free from mental, physical, sexual and verbal abuse and neglect, exploitation and harassment, and to access protective and advocacy services, including notifying government agencies of neglect or abuse.
- To designate someone to make your healthcare decisions if you are unable to communicate or can't understand a procedure.
- To have any and all concerns addressed.
- To agree or refuse to take part in medical research.
- To be free from restraint or seclusion, unless medically necessary or needed to keep you safe. Restraints or seclusion will only be used in accordance with an order from an authorized practitioner and only if other methods have failed or are not sufficient to protect you or others from injury.

- To develop advance directives if you have decision-making capacity and are 18 years of age or older, and to have hospital staff comply with those directives.
- To have your hospital bill explained. You have the right to receive help if you have questions or concerns about your bill.
- To consent to and receive visitors, including, but not limited to, a spouse, a domestic partner (including a same-sex partner), another family member or a friend, and to withdraw such consent either orally or in writing at any time. The hospital does have the right to restrict or limit visitation based on the sound, clinical reasoning and judgment of healthcare providers. Any such restriction will be communicated to you or your designated support person.

As a patient of Culpeper Medical Center, you have these responsibilities:

- To provide complete and accurate information about:
 - Present illnesses or conditions
 - Past medical history
 - Wishes for care
- To tell us if you do not understand something so that we can provide the information in a manner that is easy for you to understand.
- To give us a copy of your advance directive if you have one.
- To discuss your needs and concerns with your healthcare team.
- To follow your plan for care and accept consequences of not following the plan for care.
- To respect and follow hospital rules.
- To be courteous and respectful of others.
- To pay any bills you owe the hospital or to make arrangements for payment.

Confidentiality

It is the legal and ethical responsibility of every employee to assure that the confidentiality of both written and verbal information concerning every patient is protected. If you wish to view your medical record, you may ask a member of your healthcare team.

We are pleased to address any questions or concerns you may have about these rights and responsibilities, your hospitalization or the care provided to you. The hospital has a formal process to address and resolve any concerns, complaints or grievances. If you have a complaint or concern about patient care or safety, or other aspects of your hospitalization or treatment, we recommend that you first attempt to resolve any issues with the department in which the problem occurred or the nursing supervisor at 540-212-8752. If these attempts are unsatisfactory, or if you are not comfortable doing so, you may call the compliance, risk and regulatory department at 540-829-5018 or 540-829-5703 to assist you in addressing and resolving these issues. Alternately, you may directly call the Virginia Department of Health, Office of Licensure and Certification or The Joint Commission's Office of Quality Monitoring, whether or not you first have spoken with the compliance, risk and regulatory office or used the hospital grievance process. The address, telephone number and email of the Virginia Department of Health, Office of Licensure and Certification, Complaint Unit is: 9960 Mayland Drive, Suite 401, Henrico, Virginia, 23233-1463; 1-800-955-1819; OLC-Complaints@vdh.virginia.gov. The Joint Commission Office of Quality Monitoring can be reached at 1-800-994-6610 or by email at complaint@jointcommission.org.

