

UAMS PATIENT RIGHTS AND RESPONSIBILITIES

UAMS Medical Center is committed to providing quality medical care to every patient. It is our policy to respect your individuality and dignity. We support your right to know about your medical condition and your right to participate in the decisions that affect your well-being. When you are treated as a patient at UAMS Medical Center, you or your representative have the following rights and responsibilities:

Patient Rights:

- To be treated with dignity and receive considerate care that is respectful of your personal beliefs and cultural and spiritual values.
- To have a family member or other person of your choosing to be notified promptly upon your admission to UAMS Medical Center.
- To know the name of the physician who has primary responsibility for coordinating your care and the names of other health care providers who will be caring for you.
- To be informed of your health status, diagnosis, and treatment options, including risks, benefits and alternatives, and prospects for recovery and outcomes of care in terms you understand.
- To make decisions regarding your medical care, including the right to refuse treatment and participate in the development and implementation of your plan of care;
- To appropriate assessment and management of your symptoms, including pain.
- To impartial medical care, regardless of race, color, national origin, religion, cultural beliefs, sex, gender identity, gender expression, sexual orientation, disability or financial status.
- To an interpreter as necessary to understand all pertinent communications;
- To have any restrictions on communications discussed with you;
- To leave UAMS against the advice of your health care providers, to the extent permitted by law.
- To be advised if your health care providers propose to engage in or perform research affecting your care or treatment, including the right to refuse to participate in such research proposals, and any such refusal will not jeopardize your access to treatment or services.
- To receive care in a safe setting, free from all forms of abuse or harassment.
- To be free from restraints and seclusion of any form that are used for the purpose of coercion, discipline, convenience, or retaliation by staff.
- To have your personal privacy respected. You have the right to restrict non-UAMS visitors and to have non-healthcare provider visitors leave prior to an examination and when treatment issues are being discussed.
- To confidential treatment of all communications and records pertaining to your care and stay in the hospital to the extent required by law. You will receive a separate Notice of Privacy Practices that explains your privacy rights in detail.
- To access your medical records within a reasonable time frame and have them explained unless restricted by law;
- To be informed of continuing health care requirements following discharge from the hospital and to be involved in the development and implementation of your discharge plan.
- To have your family and other guests present while receiving care at UAMS, and you have the right to define who your family is.
- To obtain an explanation of the bills related to your health care services.
- To access state and community protective services.
- To include or exclude any or all family members or support persons from participating in your care decisions.
- To have any restrictions on communications discussed with you.
- To formulate an advance directive and have it followed as allowed by law.
- To Pastoral Care support (pager **501-688-2060**) and the Clinical Ethics Consultation Service (pager **501-405-8134**) at your request.
- To express any concerns or grievances you have with UAMS orally or in writing by contacting any member of your health care team or by contacting the Department of Patient Relations at **501-296-1039** and to be informed of the outcome or response to your concerns or grievance within a reasonable time and without affecting the quality of your care.

Patient Responsibilities:

- To be respectful and considerate of members of your health care team and to refrain from discrimination, threats, verbal abuse, harassment, or aggressive behavior directed at members of the health care team.
- To follow UAMS Medical Center rules, regulations and policies affecting patient care and conduct.
- To respect the rights and property of other patients and UAMS Medical Center employees. Just as you want privacy, a quiet atmosphere and courteous treatment, so do other patients. You have the responsibility to comply with UAMS policies prohibiting smoking, the use of illegal substances or alcohol, and the presence of weapons.
- To provide, to the best of your knowledge, accurate and complete information about your present illness and past medical history, including medications, to your physicians and other members of your health care team.
- To ask questions when you do not understand information or instructions.
- To participate as best you can in making decisions about your medical treatment and carry out the plan of care agreed upon by you and your health care team.
- To cooperate with members of the health care team who provide care for you.
- To be reasonable in requests for medical treatment and other services.
- To pay bills promptly to ensure that your financial obligations for your health care are fulfilled and to request financial assistance if needed.
- To understand how to continue your care after you leave UAMS Medical Center, including when and where to get further treatment if needed, and to cooperate with members of the health care team who are assisting you with any follow up care needs.
- To accept responsibility for your own decision and actions if you choose to refuse treatment or not to comply with instructions given by your health care providers.
- To provide UAMS with a copy of your advance directive if you have one.

*To express any concerns about the service you are receiving, you may speak to any staff member or call **501-296-1039** to speak to a Patient Relations Coordinator. If you wish to submit a written grievance, you may address it to:*

Department of Patient Relations
4301 W. Markham, #728
Little Rock, AR 72205

We are committed to addressing your concerns in a timely manner.

You may also contact the following outside agencies about your concerns regardless of whether you have first used UAMS' grievance process:

Arkansas Department of Health
5800 West 10th – Suite 400
Little Rock, AR 72204-1704
Phone: 501-661-2201 Toll Free: 1-800-223-0340
Online: www.healtharkansas.com
KEPRO
5700 Lombardo Center Drive, Suite 100
Seven Hills, OH 44131
Toll Free: 1-844-430-9504

Office of Quality Monitoring:
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Phone: 630-792-5642 Toll Free: 1-800-994-6610
Fax: 630-792-5636
Email: complaint@jointcommission.org
Online: www.jointcommission.org