

20. You have the right to consent or decline to take part in research affecting your care. If you choose not to take part, you will receive the most effective care the hospital otherwise provides.
21. You have the right to examine and receive an explanation of your bill, regardless of source of payment. You have the right to know about payment methods. At your request and your expense, you have the right to consult with a specialist.
22. You have the right to expect reasonable continuity of care and to be informed of realistic care alternatives when hospital care is no longer appropriate.
23. You have the right to be informed of hospital policies and practices that relate to your care, treatment, and responsibilities. You have the right to know about hospital resources, such as patient representatives, patient complaints and grievance processes, or ethics committees, that can help you resolve problems and questions about your hospital stay and care. **To access these resources, notify staff or call 5-5555 (455-5555 outside the hospital) to talk directly with Guest Services.**
24. You have the right to appropriate assessment and management of pain.

If you have questions regarding the quality or safety of care in the hospital, please talk with the manager of the area or call the Greenville Hospital System Service Excellence Department at 5-7975 or 5-6555 (455-7975 or 455-6555 if calling from outside the hospital). Also, please be aware that if you continue to have concerns, you may contact the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and/or the Centers for Medicare and Medicaid Services/South Carolina Department of Health and Environmental Control (DHEC) by following the process outlined below.

Joint Commission: Call 1-800-994-6610 or e-mail complaint@jcaho.org.

Centers for Medicare and Medicaid Services/South Carolina Department of Health and Environmental Control (DHEC): Call 1-803-545-4370.

PATIENT RESPONSIBILITIES

1. You have responsibilities as a patient. You are responsible for providing information about your health, including past illnesses, hospital stays, and the use of medicine. You are responsible for asking questions when you do not understand information or instructions. If you believe you cannot follow through with your treatment, you are responsible for telling your doctor.
2. This hospital works to provide care efficiently and fairly to all patients and the community. You and your visitors are responsible for being considerate of the needs of other patients, staff, and the hospital. You are responsible for providing information for insurance and for working with the hospital to arrange payment, when needed.
3. Your health depends not just on your hospital care but also, in the long term, on the decisions you make in your daily life. You are responsible for recognizing the effect of lifestyle on your personal health.

A hospital serves many purposes. Hospitals work to improve people's health; treat people with injury and disease; educate donors, health professionals, patients, and community members; and improve understanding of health and disease. In carrying out these activities, this institution works to respect your values and dignity.



We consider you a partner in your hospital care. When you are well informed, participate in treatment decisions, and communicate openly with your doctor and other health professionals, you help make your care as effective as possible. This hospital encourages respect for the personal preferences and values of each individual. We consider you a partner in your hospital care. When you are well informed, participate in treatment decisions, and communicate openly with your doctor and other health professionals, you help make your care as effective as possible.

PATIENT RIGHTS AND RESPONSIBILITIES

Our Mission/Vision/Values

Mission
To improve the health of people in our communities in a caring, cost-effective manner

Vision
GHS will set the highest standard in providing healthcare services in the Upstate

Values
Our core values are compassion, respect, caring, honesty, integrity, and trust

**GREENVILLE HOSPITAL SYSTEM
UNIVERSITY MEDICAL CENTER**

Note: The following information also is available in Spanish.

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PATIENT RIGHTS

As a patient in our hospital, you have many rights that we are committed to protecting and promoting. Your rights include the following:

1. You have the right to access to treatment without regard to race, color, national origin, age, or any disability.
2. You have the right to have the hospital promptly notify a family member/representative and your physician of your admission to the hospital.
3. You have the right to considerate and respectful care, and to give us feedback about your care.
4. You have the right to wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment.
5. You have the right to participate in the development and implementation of your plan of care, and to know the identity and professional status of those involved in your care, including if the care giver is a student or trainee or is professionally associated with other individuals or healthcare institutions involved in your care.
6. You have the right to make informed decisions about your care. This includes being informed of your health status, being involved—before and during the course of treatment—in your care planning and treatment, being informed as to all proposed technical procedures and treatment as well as alternatives for care, being able to request or refuse medically appropriate treatment to the extent permitted by law, and being informed of the medical consequences of such action. If you refuse a recommended treatment, you will receive other needed and available care.
7. You have the right to formulate an advance directive (such as a Living Will or durable power of attorney for health care) with the expectation that the hospital staff and practitioners will honor the directive to the extent permitted by law and hospital policy.
8. You have the right to expect that, within the hospital's capacity and policies, the hospital will make a reasonable response to any patient's request for appropriate care and services. Our hospital is committed to according individuals 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.
9. If requested (by you the patient) or if medically appropriate and legally permissible, you may be transferred to another facility after being informed about the need for, risks, benefits, and alternatives to transfer. You will not be transferred until the other facility agrees to accept you.
10. You have the right to personal privacy, to receive care in a safe setting, and to be free from all forms of abuse or harassment. You have the right to refuse to talk with or see anyone not officially connected with the hospital, including visitors, or persons officially connected with the hospital but not directly involved in your care.
11. You have the right to expect that any discussion or consultation involving your care will be conducted discreetly and that individuals not directly involved in your care will not be present without your permission.
12. You have the right to be interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy. This includes having 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 for accomplishing the medical purpose for which disrobing was needed.
13. You have the right to access people outside of the hospital by means of visitors and by verbal and written communication.
14. If you do not speak or understand the predominant language of the community, you will have access to an interpreter.
15. You have the right to be free from restraints of any form that are not medically necessary. For behavior management, all patients have the right to be free from seclusion and restraints except for those rare emergency situations where they must be used to ensure a patient's physical safety and less restrictive interventions have been determined to be ineffective.
16. You have the right to confidentiality of your clinical records. The health information in your medical record will be used to provide your treatment, to process and collect payment for related supplies and services and, as necessary, to support the administrative, financial, and legal operations of the hospital. Your health information may also be released as permitted or required by law for health oversight activities, to report public health risks, or in cases such as suspected abuse. Your rights regarding your health information and its proper uses and disclosures are described in greater detail in the hospital's *Notice of Privacy Practices*.
17. You have the right to have your medical record read only by individuals directly involved in your treatment or in the monitoring of quality. Other individuals can only read your medical record on your written authorization or that of your legally authorized representative.
18. You have the right to expect all communications and other records pertaining to your care, including the source of payment for treatment, to be treated as confidential.
19. You have the right to know if this hospital has relationships with other healthcare facilities, educational institutions, or other outside parties that may influence your care.