

CVMC PATIENT BILL OF RIGHTS

You have the right to.....

Receive care that is free from discrimination. This means that you have the right to receive considerate, respectful and compassionate care in a safe setting regardless of your age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression.

Get important information about your care.

This includes information:

- In your preferred language.
- In a way that meets your individual needs related to vision, speech, hearing, or cognition.
- About your diagnosis, treatment plan, possible benefits and risks, likelihood of reaching your goals, options, and expected/ unexpected outcomes. You have right to be given an informed consent before any non-emergency procedure begins.
- You have the right to know the names of your doctors, nurses, and all health care team members directing and/or providing your care.

Make decisions about your care.

- You have the right to have your pain assessed.
- You have the right to be involved in decisions involving treatment.
- You have the right to be involved in your discharge plan.
- You, your family, and friends, with your permission, have the right to participate in decisions about your care, treatment, and services provided, including the right to refuse treatment to the extent permitted by law.

Request explanation of fees that you are responsible for.

- Receive a copy of reasonably clear and understandable, itemized bill and upon request, have the charges explained.

Refuse Care. If you refuse care, the hospital may:

- Suggest other ways of treatment and still continue to see you.
- Refer you to another provider to get care.
- If you leave the hospital against medical advice, the hospital and physicians will not be responsible for any medical consequences that may occur.

Choose and receive visitors, such as family members, friends, or others during your inpatient stay.

- You have the right to have visitors or deny visitation.
- The hospital may restrict visitation rights if the visitor interferes with your and others' rights, safety, or care.

Personal privacy and privacy of your health record.

- Personal privacy includes privacy and security for yourself and your belongings.
- You may be asked to provide a list of names and addresses of those with whom you want to share your health information; this list can be changed at any time.
- You can expect that all communication and records about your care are confidential, unless disclosure is permitted by law.
- You have a right to see and get a copy of your medical record.

Receive safe care: You will be:

- Told if something goes wrong with your care.
- Free from mental, sexual, and verbal abuse, neglect, and exploitation.
- Free from restraint and/ or seclusion, except when temporarily necessary to prevent dangerous behaviors that could harm you or others.

Make your own health care decisions through Advance Directives or POLST (Physician Orders for Life-Sustaining Treatment) if you are 18 years or older or a legally emancipated minor.

- You can appoint a healthcare agent or surrogate to make decisions for you.
- If you do not have any Advance Directive or POLST you will be provided information.

Speak with a staff member or supervisor if you are concerned with any aspect of your care.

- You may also contact our Patient Advocate at **(775) 782-1606**.
- If you continue to have a concern or grievance that the hospital has not resolved to your satisfaction, you may file a complaint with:

Nevada State Health Division @ (702) 486-6515

Livanta QIO @ (877) 588-1123 (for Medicare quality of care concerns)

Ombudsman Services - The Division of Aging @ (775) 687-4210

(If you feel uncomfortable approaching your provider with your concern)

Office of the Governor-Consumer Health Assistance @ (888) 333-1597

555 E. Washington Ave Ste 4800

Las Vegas, NV 89101

(Insurance coverage and/ or nonpayment)

Your Responsibilities:

Hospitals expect patients and family members to act in an honest, reasonable, and responsible way and to follow hospital rules including patient visitation and smoke- free policies.

It is important that you:

- Share complete and accurate information about your health, health care coverage, and other requested information.
- Ask questions if you don't understand information that is provided to you about medicines and treatments.
- Follow your treatment plan.
- Show respect and consideration for hospital staff and other patients.
- Provide a copy of your Advance Directive and/ or POLST
- Keep any information private if heard or seen about another patient, staff, or hospital business. Do not take pictures, videos, or other images and recording of staff, other visitors or patients without permission.
- Leave valuables at home.
- Pay for services for which you are responsible.