

### Each patient is responsible for:

- Providing all accurate and complete information, including reports of pain
- Communicating any questions or concerns regarding their care
- Following the recommended plan of care or treatment
- Accepting responsibility for medical consequences resulting from refusal or non-compliance with plan of care or treatment
- Keeping appointments arranged for their continuing care
- Showing respect and consideration of the rights of other patients and facility personnel
- Assuring fulfillment of financial obligations resulting from their care
- Following facility rules and regulations

### Privacy

At Tanner, we take the privacy of our patients, their loved ones and our staff seriously. We ask that you refrain from any photography or videotaping. Thank you for understanding.

## Welcome to Tanner

Tanner Health System is a nonprofit regional healthcare provider serving an eleven-county area of west Georgia and east Alabama.

Tanner operates four regional hospitals and an inpatient behavioral health facility. Tanner also operates Tanner Medical Group, one of metro Atlanta's largest multi-specialty physician groups, offering a wide range of medical specialties.

Tanner's continuum of care includes state-of-the-art cancer care, a leading cardiac program, revolutionary critical care services, innovative medical imaging, 24-hour emergency care, inpatient and outpatient surgical services, progressive behavioral health services, modern maternity services and more. With a medical staff of more than 300 physicians representing 34 specialties, Tanner provides patients with a complete continuum of care and exceptional service.



## Patient Rights and Responsibilities

Your Guide to Patient Rights and Responsibilities



705 Dixie Street  
Carrollton, GA 30117  
770-812-9666

[tanner.org](http://tanner.org)



**Effective Oct. 15, 2018**

## Important Patient Information for You

Please take a moment to carefully review this brochure. You will learn more about your rights and responsibilities as a patient, as well as Tanner's commitment to providing you with very good care. You are the center of a collaborative effort between yourself and your patient care team, so it is important to understand your role in this effort to ensure the best possible outcome.

## Advance Directives, Living Wills and More

Your patient care team is glad to provide you with information on completing an advance directive, living will or durable power of attorney for health care. You may be asked about these items during registration. These documents can help your family make difficult decisions, if necessary, regarding your care. For more information or assistance with these forms, please contact Tanner Case Management at 770-812-9691 or dial extension 9691 from the phone in your exam or patient room.

## Complaints and Grievances

Tanner is committed to providing our patients with very good care. If you wish to express a complaint or concern with the care you receive or your safety, you may inform any member of your patient care team either verbally or in writing. If you feel your complaint or concern has not been adequately addressed, you should ask to speak with a clinical manager or department director.

You also may notify, in writing, the organizations that oversee accreditation of Tanner's services and facilities:

- Georgia Department of Community Health Healthcare Facilities Regulation Division  
2 Peachtree Street, NW  
Atlanta, GA 30303  
Hotline: 404-657-5700  
Website: [www.dch.georgia.gov](http://www.dch.georgia.gov)

- Office of Quality and Patient Safety  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
Website: [www.jointcommission.org](http://www.jointcommission.org)  
Use the "Report a Patient Safety Event" link in the "Action Center" on the home page.  
Fax: 630-792-5636

## Compliance and Unethical Conduct

To notify us of unethical conduct, call the Tanner Compliance Hotline at 1-800-648-1507.

## Reporting Abuse

To report abuse of a child, disabled adult or elder adult, contact your county office for the Georgia Department of Human Resources Division of Family and Children Services (DFCS):

- Bartow | 770-387-3710
- Carroll | 770-830-2050
- Coweta | 770-254-7234
- Douglas | 770-489-3000
- Haralson | 770-646-3885
- Heard | 706-675-3361
- Paulding | 770-443-7810
- Polk | 770-749-2232
- Troup | 706-298-7100

To find a county office not listed here, contact the state office at 404-651-9361 or visit [www.dfcs.dhr.georgia.gov](http://www.dfcs.dhr.georgia.gov).

## Patients' Bill of Rights and Responsibilities

In accordance with Tanner's mission, vision and values, the Tanner Medical Center, Inc. Board of Directors, as well as the employees and medical staff of Tanner Health System, jointly affirm, protect and respect the following rights and responsibilities of each individual patient.

### Patients have the right to:

- Receive ethical behavior in their care, treatment, service and business practices
- Receive information in a manner they understand, including a Notice of Privacy Practices
- Have their family member or representative and their physician notified of their hospital admission and request restrictions/limitations on disclosures, including the hospital directory
- Receive visitors as designated by the patient, including but not limited to a spouse, a domestic partner (including a same-sex partner), another family member or a friend for emotional support
- Withdraw or deny such consent to visitors at any time
- Be informed of the identity of physicians, nurses and others responsible for the delivery of their care, treatment or services
- Be free from discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression

- Be free from seclusion and restraints that are not medically necessary or used as a means of coercion, discipline, convenience or retaliation by staff
- Have access to care, protective services, advocacy, religious and spiritual services
- Have effective communication unless contraindicated
- Be made aware of the complaint resolution process, including whom to contact, and have family and patient complaints addressed and reviewed by the hospital
- Have personal privacy, confidentiality, security and privacy of individually identifiable health information
- Have an environment with respect, dignity, comfort, consideration and integrity of decisions based on identified assessed healthcare needs of the patient, contributing to a positive self-image
- Receive respect and protection during research, investigation and clinical trials involving human subjects
- Request amendments, receive an accounting of disclosures, receive notice of a breach of unsecured protected health information (PHI) and have easy access to inspect/copy their medical records within a reasonable timeframe
- Be informed of policies and procedures that relate to patient care, including organ and tissue procurement and donation
- Receive an explanation of charges and a notice of non-coverage
- Restrict disclosures of PHI to insurance companies where the patient has paid in full for services
- Have hospital conflicts of interest addressed
- Formulate an Advance Directive and have it honored by the hospital
- Have end-of-life decisions/wishes addressed and have comfort and dignity optimized