THE BASIC RIGHTS of all patients within the Huntsville Hospital Health System are:

1. Care shall be provided impartially without regard to age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, creed, sexual orientation, national origin, gender identity or expression or source of payment.
2. Patients are entitled to considerate, respectful and dignified care at all times.
3. Patients have the right to receive care in a safe setting.
4. Patients are entitled to personal and informational privacy as required by law. This includes the right to:
   a. Refuse to see or talk with anyone not officially affiliated with the hospital or involved directly with their care.
   b. Wear appropriate personal clothing, religious or other symbolic items that do not interfere with prescribed treatment or procedures.
   c. Examination in reasonably private surroundings, including the right to request a person of one’s own gender present during certain physical examinations.
   d. Have one’s medical records read and discussed discreetly.
   e. Confidentially regarding one’s individual care and/or payment sources.
   f. Data Privacy Rights as described in the Notice of Privacy Practices.
5. Patients and/or patient’s legally designated representatives have the right of access to information contained in the patient’s medical record, within the limits of the law and in accordance with hospital policies.
6. Patients of the Health System have the right to know the identity and professional status of all persons participating in their care.
7. Patients are entitled to know the status of their condition including diagnosis, recommended treatment and prognosis for recovery.
8. Patients have a right to share in decisions about their health care to the extent permitted by law, including the acceptance or refusal of medical care, treatment and services. Patients have the right to be involved in decisions that are expected from their treatment, its risks and benefits, other choices they may have, and to be informed of what may happen if they refuse. Information will be provided in a way that is tailored to the patient’s age, language and in a manner they can understand.
9. Patients have the right to be free from physical restraints which are not medically indicated or necessary.
10. Patients have the right to be involved in making decisions about their care, treatment and services, including the right to have the patient’s family and physician promptly notified of their admission to or discharge from the hospital.
11. Patients have the right to be informed, prior to the notification occurring, of any process to automatically notify the patient’s established primary care practitioner, primary practice group/entity or any other group/entity, as well as all post-acute care service providers. The Health System has a process for documenting the patient’s refusal to permit notifications of registration to the emergency department, admission to the hospital, or the discharge or transfer from an ED or hospital. Notifications with primary care practitioners and entities are in accordance with all applicable federal and state laws and regulations.

PATIENTS ARE RESPONSIBLE for:

1. Providing the Health System and its practitioners with complete and accurate information regarding present and past illnesses and operations, hospitalizations, medications, insurance and other health-related issues, including any unanticipated changes in their condition.
2. Following the recommended treatment plans prescribed and/or administered by their primary practitioner or those assisting them, including keeping appointments relative to their care.
3. Asking questions they may have about the treatment and what they need to do to take care of themselves. Patients should inform Health System clinicians if they are concerned or notice any changes in their condition.
4. Ensuring prompt and complete payment of their hospital bills.
5. Following hospital rules and regulations relative to patient care and conduct. This includes consideration and respect for the rights and property of other patients and hospital personnel, no smoking policy, as well as responsibility for the actions of their visitors and guests.
6. Providing any living will, power of attorney, or donor forms they may have.
7. Contacting the Health System Compliance and Privacy Department if they are concerned about their privacy.
8. Assuming responsibility for the consequences of their actions, if the patient refuses prescribed treatments or does not follow their practitioner’s instructions.

PATIENT QUESTIONS OR CONCERNS:

Our goal is that you have an excellent experience during your stay at this Health System location. If at any time you have a question or concern, you may submit a verbal complaint following these steps:

1. Press the call button and ask to speak with your nurse.
2. Ask to speak to the Charge Nurse, Unit Director, or Department Director on your nursing unit.
3. If your needs remain unmet, contact the hospital Customer Service office at (256) 265-9449 (or extension 5-9449 if calling inside the hospital), and ask the operator to connect you to the House Supervisor.
4. After 4:00 p.m., and on weekends and holidays, please dial 0 and ask the operator to connect you to the House Supervisor.
5. Contact hospital administration at (256) 265-1000.

You may also submit a formal written complaint to:

Huntsville Hospital, Customer Service
101 Sivley Road, Huntsville, AL 35801

Excellence is our goal! To report concerns about patient safety and quality of care, you may submit your complaint to one of the agencies listed below:

Alabama Department of Public Health
The RSA Tower, 201 Montgomery, Montgomery, AL 36104 (800) 801-9975, 6700 Lomardo Center Drive, Suite 100 – Seven Hills, OH 44131 (844) 430-5904

Centers for Medicare and Medicaid Service – KEPRO, the Quality Improvement Organization for all Medicare and Medicaid fee-for-service and managed care providers.

The Joint Commission
Report concerns in any of the following ways:

By mail to
The Office of Quality and Patient Safety, The Joint Commission
One Renaissance Boulevard - Oakbrook Terrace, IL 60181

Using the “Report a Patient Safety Event” link in the “Action Center” on the home page of the website

By phone
(630) 792-5636

By fax
(630) 792-5638

This material is provided by Huntsville Hospital Health System. The content is considered an important tool in educating you about issues related to your health care. It is provided to you as part of that care. HHS-003 Form #258845. Revised 01/2022.