

Your Rights and Responsibilities as a Patient

At Vanderbilt University Medical Center, we'll provide medical care to you and welcome your participation in our services and programs regardless of your race, nationality, religion, beliefs, age, disability, sex, sexual orientation, gender identity or expression.

You have the right to participate in all parts of your care, including the right to:

- Know what your medical conditions are and what this might mean for you.
- Share in decisions about your care, including getting information in a way that you can understand.
- Be told what you can expect from your treatment, its risks and benefits, other choices you may have, and what might happen if you're not treated at all.
- Have your wishes for advance care (living will, power of attorney) or organ donation followed.
- Meet with an ethicist or chaplain to talk about ethical issues and policies.
- Refuse tests, treatment, or service (as far as the law allows) and be told what might happen if you refuse.
- Leave the hospital (as far as the law allows) even if advised against it. If this happens, we will not be responsible for any medical issues that may result.
- Be given information about any ongoing care you may need after you leave the hospital.
- Have a support person of your choice with you in the hospital or clinic exam room unless the presence of that person interferes with your care or other patients' care.

You have the right to considerate and respectful care, including the right to:

- Be safe from abuse or harassment.
- Have your pain treated in accordance with clinical recommendations.
- Have your doctor and a friend or family member told that you're in the hospital.
- Be free from being restrained or secluded, unless needed for your care.
- Wear cultural or religious items or clothing that are appropriate (not offensive or threatening to others) as long as it doesn't interfere with your treatment.
- Know the names of the people caring for you, what they do, and who they work for.
- Have an interpreter at no cost if you need one.
- Have a service animal or aid in accordance with Vanderbilt University Medical Center policies.
- See your bills and talk with a billing representative if you have questions.
- Get a second opinion if you or your family ask for it (although this may not be covered by insurance and may not be available from a VUMC provider).
- Have your complaints handled fairly. Your care will not be affected if you share any complaints with us.

You have the right to privacy, including the right to:

- Have privacy during your exam or treatment, especially for all sensitive (personal) exams.
- Have someone of your own sex, whom we designate, be with you when you're examined.
- Have your medical information kept private, as provided by law.
- Not have any photos or videos taken of you unless you agree, except if we need them to treat you.

To help keep you safe, we encourage you to actively participate in your care by:

- Confirming to us which part of your body will be operated on if you're having a procedure.
- Reminding us to check your ID band before we give you medicine or blood.
- Making sure we wash or foam our hands before caring for you.
- Verifying our employees' roles by checking their ID badge.
- Asking questions.
- Knowing what medicines you're taking and why.

It's your responsibility to:

- Give us truthful and complete information about your health, medicines, and insurance.
- Ask any questions you may have about your medical treatment and what you need to do to take care of yourself.
- Follow your plan of medical treatment and tell us if you are concerned about or notice any changes in your condition.
- Enroll in My Health at Vanderbilt if you're able and use the app appropriately to track and engage in your care, including communicating with your healthcare team.
- Give us a copy of any advance directive (such as a living will, power of attorney), or organ donor forms you may have.
- Follow all hospital and clinic rules, including the no-smoking and no-vaping policy.
- Follow the patient Code of Conduct by treating all VUMC Workforce Members (including doctors, nurses, or staff members at the front desk or transporting you in the hospital or clinic) with respect, honesty, and dignity.
- Not use abusive, disrespectful, discriminatory, or racist words or actions towards VUMC staff, students, nurses, doctors, or other patients and their families.
- Not take photos, video or audio recording of hospital staff, providers, residents, medical and nursing students, or other patients and their visitors without their consent. Video or audio recordings without consent is not allowed by you, your family members, or visitors.
- Understand that, in most cases we will not honor requests to change a provider or other staff member unless there are unusual circumstances.

- Treat hospital property and the property of staff or other patients, and visitors with respect.
- Make sure your bills are paid in on time.
- Go to all your appointments and be on time.
- Let us know if you're concerned about your privacy.

If you have concerns or complaints:

- Any staff member can help you or you can contact Patient Relations at (615) 322-6154 or PatientRelations@Vumc.org.
- You can also contact The Joint Commission at: JointCommission.org using the "Report a Patient Safety Event" link in the "Action Center" on the home page of the website; by fax to (630) 792-5636; or by mail to: Office of Quality and Patient Safety
The Joint Commission,
1 Renaissance Boulevard,
Oakbrook Terrace, IL 60181.
- If you believe that VUMC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you may file a complaint in person or by mail, fax, or email. File it with: Director, Employee and Labor Relations
2525 West End Avenue, Suite 500
Nashville, TN 37203
Phone: (615) 343-4759
Fax: (615) 343-2176
Email: EmployeeRelations.Vumc@vumc.org
- Or you may contact the TN Department of Health: TN Department of Health
Department of Health Care Facilities
665 Mainstream Drive, 2nd Floor
Nashville, TN 37243
Phone: (877) 287-0010
Fax: (615) 253-4356
- If you have TennCare and have problems getting medical care, ask for a copy of the TennCare medical appeal form. You can also contact: TNCARE Solutions
PO Box 593
Nashville, TN 37202-0593
Phone: (800) 878-3192
TTY/TDD: (800) 772-7647
Español: (800) 254-7568

This information is available in Spanish and Arabic upon request.

Esta información está disponible en español.

تتاح هذه المعلومات باللغة العربية.

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