

# Carefluent Connect: Your Rights and Responsibilities

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**We will treat you without regard to your race, nationality, religion, beliefs, age, disability, sex, sexual orientation, gender identity or expression, or source of payment.**

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

- Be safe from abuse or harassment.
- Have your pain treated.
- Be free from being restrained or secluded, unless needed for your care.
- Wear appropriate clothing or cultural or religious items as long as doing this 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 an assistive (service) animal or aid if you need one.
- See your bills and have them explained to you.
- Medicare beneficiaries will be informed if assignment is not accepted.
- Talk with other doctors (at your own expense).
- 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:**

- Be examined in as private an area as possible.
- Have someone of your own sex with you when you are examined.
- Have your medical information kept private, as provided by law.
- Not have any photos or videos taken of you unless you agree to this, except as needed to treat you.

**You have the right to be involved in all aspects of your care. This includes the right to:**

- Know what your problem is 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 are not treated at all.
- Have your wishes for advance care (living will, power of attorney) or organ donation followed.
- Meet with an ethicist, chaplain, or advocate to talk about ethical issues and policies.
- Refuse tests or treatment (as far as the law allows) and to be told what might happen if you do.
- Be involved in research only if you agree to this in writing.
- Be given information about any ongoing care you may need after you leave the hospital. You will not be sent to another place without being told why.
- 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.

**To keep you safe, we encourage you to become actively involved in your care by:**

- Making sure we wash or foam our hands before caring for you.
- Checking for our ID badge.
- Asking questions.
- Knowing what medicines you are taking and why.

**It is your responsibility to:**

- Give us truthful and complete information about your health, medicines, and insurance.
- Ask any questions you may have about your treatment and what you need to do to take care of yourself.
- Follow your plan of treatment.
- Give us a copy of any living will, power of attorney, or donor forms you may have.

- Follow all hospital and clinic rules, including the no smoking policy.
- Respect other patients, visitors, staff, and property.
- Tell us if you are concerned about or notice any changes in your condition.
- Make sure your bills are paid.
- Go to all of your appointments and be on time.
- Let us know if you are concerned about your privacy.

**If you have concerns or complaints:**

- Contact the Office of Patient Affairs at 615-322-6154. Any member of our staff can help you with this.
- You may also contact the Accreditation Commission for Health Care (ACHC); <https://www.achc.org>; 855-937-2242
- Or you may contact the Tennessee Department of Health:  
State of Tennessee  
Department of Health Care Facilities  
West Tennessee Regional Office  
2975 Highway 45 Bypass  
Jackson, TN 38305  
Phone: 800-778-4504  
Fax: 731-512-0063

**If you have TennCare and have problems getting medical care, ask for a copy of the TennCare medical appeal form. You may 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 upon request.**

**Solicite la versión en español de esta información.**