

## **PATIENT RIGHTS**

**As a patient of the Blue Ridge Medical Center you have the right to:**

1. You have the right to know about your illness, treatment, and what might happen later. This information will be given to you by providers and other medical staff in language you can understand.
2. You have the right to make decisions about your treatment. You have the right to know why you need care or treatment and who will perform that care or treatment.
3. You have the right to refuse care or treatment and to know what may happen if you do not have this treatment.
4. You have the right to know the name of the provider who is in charge of your care. You also have the right to know the names of all other medical center staff taking care of you.
5. You have the right to have all information about your illness and care treated as confidential.
6. You have the right to review your bill and ask questions you may have about it.
7. You have the right to access your medical and billing records.
8. You have the right to agree or refuse to take part in any study or experiment related to your care or treatment.
9. Health care is best when there is an open, trusting, and helpful relationship between you and the people taking care of you. We will make every effort to see that you receive the best care we can give.
10. We would like to know if you have any concerns about your treatment, care or safety. Please discuss them with your medical care provider, nurse, or the Chief Executive Officer.

## **PATIENT RESPONSIBILITIES**

**As a patient of the Blue Ridge Medical Center (BRMC)  
we respectfully request that you:**

1. Arrive on time for your appointments
2. Cancel appointments that you cannot keep.
3. Provide all information necessary for billing and insurance processing.
4. Be respectful of the property of other persons and of BRMC.
5. Be considerate of other patients and BRMC personnel.
6. Adhere to the BRMC “no weapons” on the property policy.
7. Control noise and language
8. Extinguish any smoking materials. (BRMC is a smoke-free facility. This includes the entire property.)
9. Bring your medications with you to each visit.
10. Communicate your care needs and concerns to your medical care provider.
11. Be an active participant in determining your plan of care with your healthcare provider.
12. Follow your plan of care and take responsibility for your actions if you refuse to follow the treatment plan.
13. Understand and meet your financial obligations to Blue Ridge medical Center.
14. Let the Chief Executive Officer know or fill out a patient suggestion form if you would like to share thoughts, feelings or concerns about your care or our service.



**Advanced Medical Directives**  
***Your Right to Decide and***  
***Communicating Your Health Care Choices***

**Blue Ridge Medical Center** supports your right to make decisions about your own medical care now and in the future. It is important that you clearly communicate your wishes regarding your care to your medical care provider so they can be considered for all aspects of your care at Blue Ridge Medical Center.

In 1990, Congress passed the **Patient Self-Determination Act** that requires health care facilities to tell patients and the community about their right to make decisions about their medical care. These rights include the right to accept or refuse care and the right to create Advance Medical Directives.

We never know when a serious illness will leave us incapable of making our own health care decisions. For peace of mind, it is important to think about and talk about your values and wishes for medical care with your loved ones and to put these wishes in writing.

An **Advance Medical Directive** is a written plan that expresses your decisions about your health care if you become unable to make your own health care decisions.

Concerning the ***Life Prolonging Treatment*** portion of your Advance Medical Directive, Blue Ridge Medical Center will stabilize you/the patient and transfer care to a hospital. A copy of your/the patient's Advance Medical Directive will accompany you/the patient.

Ask your medical provider for more information if you do not have an Advance Medical Directive on file with Blue Ridge Medical Center. Your provider or nurse can give you more information and help you complete the necessary documents.

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