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PATIENT RIGHTS

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

- **Professional, Respectful Care, Dignity and Privacy:** Our patients will receive professional care and will be treated with dignity and respect, including privacy during treatments and examinations.
- **Safety and Freedom from Abuse:** Our patients will receive care in a safe environment, free from mental or physical abuse, neglect, or harassment and free from discrimination based on race, gender, age, religion, or sexual orientation.
- **Informed Consent and Participation:** Our patients will be fully informed about their diagnosis, prognosis, treatment plans, options, including risks, benefits and alternatives, and have the right to participate in their development. Our patients will also be informed of their financial responsibility and have the right to refuse treatment to the extent permitted by law.
- **No Surprises, Including:**
 - Protection against surprise and balance billing.
 - Right to a good faith estimate.
- **Communication:** Our patients will have the right to have a person(s) of their choice included on their emergency contacts and/or privilege to discuss list(s) to be notified of the general condition, location, and transfer of the patient to another facility. Additionally, our patients may request to have information related to their health care sent to them by sealed letter mail.
- **Freedom of Restraints:** Physical or chemical restraints are prohibited unless necessary for safety and are not to be used for convenience.
- **Medical Records Access:** Our patients have the right to review their medical records and obtain information about disclosures.
- **Confidentiality:** Medical and financial records are to be treated with strict confidentiality.
- **Concerns and Grievances:** Our patients have the right to be informed of their rights and to file complaints regarding their care without fear of reprisal.
- **Advance Directives:** Our patients have the right to create and have their Advance Directives followed, ensuring their wishes regarding medical care are respected.
- **Second Opinion:** Our patients have the right to request a consultation or second opinion from another provider at the patient's own expense.