



DREW MEMORIAL HEALTH SYSTEM'S
PATIENT RIGHTS AND RESPONSIBILITIES
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DrewMemorial
HEALTH
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Patient Rights:

All patients have the following rights:

- **Right** to access of treatment and/or accommodations that are available or medically necessary, regardless of race, creed, sex, national origin or source of payment for care.
- **Right** to formulate an advanced directive and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
- **Right** to a timely notice of non-coverage of their hospital stay.
- **Right** to have an interpreter provided if your language is other than English, and alternative communication techniques or aides for those who are deaf or blind.
- **Right** to file a grievance and have it addressed in a timely, reasonable and consistent manner. You have the right to be informed in writing about the resolution of your grievance. If we fail to meet your expectations during your stay please call our Chief Quality Officer, Jodie Efird, RN at 870-460-3510. If desired, you have the right to file a grievance directly with the Arkansas Department of Health by calling 501-661-2201, emailing adh-hfs-complaints@arkansas.gov, or writing to 5800 West Tenth, Suite 400, Little Rock, AR, 72204.
- **Right** to participate in the development and implementation of your plan of care.
- **Right** to make informed decisions about your care.
- **Right** to be informed of your health status.
- **Right** to be informed about your prognosis.
- **Right** to be involved in care planning and treatment, including pain management.
- **Right** to refuse or to request treatment.
- **Right** to have a family member or representative of your choice and your physician notified promptly of your admission to the hospital.



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- **Right** to personal privacy.
- **Right** to refuse or to request treatment.
- **Right** to have a family member or representative of your choice and your physician notified promptly of your admission to the hospital.
- **Right** to personal privacy.
- **Right** to be treated with dignity and respect.
- **Right** to know the identity and professional status of all individuals who provide your care, and you have the right to know who is responsible for authorizing and performing medical procedures or treatments ordered for you.
- **Right** to receive care in a setting reasonable safe from the environmental, infection, and security hazards.
- **Right** to be free from all forms of abuse, neglect, or harassment.
- **Right** to confidentiality and privacy of clinical records and health information.
- **Right** to access information contained in your clinical records within a reasonable time frame with the following exceptions: harm would be caused to another person, your life, well-being, or physical safety would be endangered, or a promise of confidentiality would be violated.
- **Right** to be free of seclusion or restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation.
- **Right** to receive an itemized bill of hospital charges regardless of the source of payment.



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ATTENTION

Drew Memorial Hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Drew Memorial Hospital does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Drew Memorial Hospital:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, please contact Jenny Guthrie at (870)-460-3532.

If you believe that Drew Memorial Hospital has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Jenny Guthrie, Revenue Cycle Director/Chief Compliance Officer
778 Scogin Drive
Monticello, Arkansas 71655
Phone: (870)-460-3532 Fax: (870)-460-3521
Email: jguthrie@drewmemorial.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Jenny Guthrie, is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-870-460-3551.

(Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-870-460-3551.



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(Marshallese) LALE: Ñe kwōj kōnono Kajin Majōl, kwomaroñ bōk jermal in jipañ ilo kajin ñe am ejjeļok wōñāān. Kaalok 1-870-460-3551.

(Chinese) 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-870-460-3551.

(Laotian) ໂບດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-870-460-3551.

(Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-870-460-3551.

(Arabic) اذكر اللغة، من خدمات المساعدة اللغوية تتوافر لك ابلمجان. ا تلص رقم 1-870-460-3551. اذ كنت تتحدث ا هاتف اصلو م لالكيم: 1-870-460-3551. ملطوحة: ا اذ كنت تتحدث

(German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-870-460-3551.

(French) ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-870-460-3551.

(Hmong) LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-870-460-3551.

(Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-870-460-3551 번으로 전화해 주십시오.

(Portuguese) ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-870-460-3551.

(Japanese) 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-870-460-3551 まで、お電話にてご連絡ください。

(Hindi) ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-870-460-3551 पर कॉल करें।

(Gujarati) સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-870-460-3551.