Patient Guide

Key information for your stay



Duke Regional Hospital

FREE – This copy is yours to keep



Welcome to
Duke Regional Hospital

Dear Patient,

We are honored to care for you and your loved ones, and we are committed to delivering the best experience and the highest quality care. We understand that being admitted to the hospital may be stressful; please know we are here for you and we will work to meet your unique needs.

We know that healthcare can be confusing, so we hope this guide will be a helpful resource to you while you heal. Please reach out to your care team at any time if you have questions or need assistance.

We look forward to serving you.

Sincerely,

Duke Regional Hospital Team



Contents

Your Care Team 2

Questions for My Care Team 3

Understanding Your Visit to Duke Regional Hospital 4

Departure Lounge 6

Our Commitment to Care 7

Making Your Stay Comfortable 8

Partnering for Your Safety 10

Important Numbers 12

Helpful Tips for Visitors 13

Helpful Resources for You 15

Rights and Responsibilities 16

Privacy and Health Information 19

Notice of Nondiscrimination 20

Duke Regional Hospital
3643 N Roxboro St
Durham, NC 27704
919-470-4000

Scan to learn more about our hospital amenities and to view our campus map.

Leading with Heart: Rooted in Humanity

Good health starts well beyond the hospital or the clinic. It starts in our communities, our homes, our schools, and our workplaces. It involves mind, body, and spirit. Caring for all three is the reason Duke Health exists. We value our responsibility as a health care system and are committed to providing the highest quality care for all.

Health care is more than a job for those at Duke Health — it's our purpose. Each of us has an ethical responsibility to advance the health for all those who come to us for care. We believe that delivering exceptional care, groundbreaking research, and top-notch education requires us to understand the fiber of who we are as an organization.

We pledge to create a community that is stronger, healthier, and more just for all.

Scan here to learn more

Your Care Team

Throughout your stay, a team of healthcare professionals will help take care of all your personal and medical needs. Here is an overview of who you might see during your stay and how they can help.

Attending Physician - The leader of your medical team, responsible for coordinating your care. This may be a hospitalist or another type of specialist.

Case Manager - Helps coordinate your care during your stay, and ensures you have what you need to have a safe and successful discharge.

Chaplain - Available to provide emotional and spiritual support to you and your loved ones during your hospitalization.

Consulting Physician or Specialist - Specializes in a certain area, such as an orthopedist or a cardiologist.

Environmental Services or Housekeeper - Members of the housekeeping team who ensure your hospital room remains clean and comfortable at all times.

Hospitalist - A doctor who specializes in the care of patients who are in the hospital.

Intensivist - A doctor who cares for critically ill patients. Their concentrated familiarity and focused expertise allows intensivists to identify and treat patients with complex conditions.

Nurse - 24-hour nursing care is provided by a team of professional registered nurses and licensed practical nurses.

Nursing Assistant - Assists your nurse in providing you the best care possible.

Nurse Practitioner or Physician Assistant - Works closely with physicians to help manage and coordinate your care.

Patient Menu Technician - A member of the Nutrition Department who visits each unit to take food orders and deliver food trays.

Provider - This term can be used for any physician (or doctor), medical resident, medical fellow, medical intern, physician assistant or nurse practitioner. Also referred to as Medical Team.

Registered Dietitian - Here to make sure we meet your dietary needs for your health and healing while you are getting well.

Resident or Fellow - A doctor who has graduated from medical school and is getting specialized training under the supervision of an attending physician.

Therapist - A physical, occupational, respiratory, or recreational speech therapist may assist in your recovery.

Transporter - A staff member who will help move you around the hospital to different places as needed.



Questions for My Care Team



Calling Your Care Team

Please use this page to write any information you need to know about your care. Feel free to ask us whenever you have questions. A few suggested questions to ask your care provider(s) are below.

What should I know about my care?

What new medicine (drugs) am I taking and what are they for?

What side effects should I be aware of?

When am I leaving the hospital?

What top three things do I need to remember when I leave the hospital (when I am discharged)?

1.

2.

3.

Understanding Your Visit to Duke Regional Hospital

The Role of the Hospital in Your Healthcare Journey

The hospital is an important resource for our community. It is a place where people with the most serious and immediate medical needs can be cared for.

Many health issues are long-lasting, and will not be completely resolved during a hospital stay. Once your provider decides that you are ready, you will be discharged from the hospital to continue your healthcare journey in the best place for you, with the guidance of your primary care provider.

What Qualifies a Person to be Admitted?

When you arrive at the hospital, your medical provider will decide if the hospital is the best place for you to get care. The hospital serves patients who require medically necessary care that can only be provided in the hospital setting.

The hospital setting is not appropriate for patients who only require supervision or help with activities of daily living.

What are Observation Status and Inpatient Status?

If you are classified as 'Inpatient status,' you have a serious medical issue that needs highly skilled care and will require you to be in the hospital for more than a day.

If you are classified as 'Observation status,' your condition requires that you be monitored by skilled staff to determine if you need to stay in the hospital. It is possible to remain in Observation status for several days.

This classification is important to understand because, depending on your insurance, your out-of-pocket costs may be different when you are Observation status. Consult your insurance provider to confirm.



Understanding Your Visit to Duke Regional Hospital

(Continued)

What Are My Responsibilities as a Patient?

Patients are expected to fully participate in their care. This includes cooperating with medical and therapeutic treatments that have been agreed upon with the care team. Respectful behavior toward the staff is expected from all patients and their visitors.

What Should I Know About the Discharge Planning Process?

Your provider will determine if the hospital setting is the best place to address your medical needs. Your provider will also determine when you are medically safe to discharge from the hospital. Discharge date and time are not dependent on:

- Availability of transportation
- Social limitations or availability of family support
- The presence of long-term medical issues that you had before you were admitted



Discharge planning begins at admission, and the discharge date is determined by when you are medically ready to leave. This date is flexible, and can change based on your condition. Our case management team can work with you to arrange safe transportation from the hospital if needed when your medical team determines that your medical needs are met. We encourage you to include your family or support person(s) in your plans in order to avoid any confusion at discharge time.

The Departure Lounge is a safe, comfortable and relaxing environment in which patients who are medically cleared to go home go to wait for their transportation.

Although you may be ready to leave the hospital, you may still benefit from continuing your healthcare treatment in a different setting, such as your home, an outpatient clinic, or a rehabilitation setting. Your medical team will work with you to coordinate your discharge to the best setting when you no longer require hospitalization.



Departure Lounge

Our Departure Lounge provides a safe, comfortable, and relaxing environment while patients who are medically cleared to go home wait for their transportation.



A member of our care team is always available in the lounge to assist you with any needs that may come up during your wait. By using the Departure Lounge, you're also helping us open up hospital beds for patients awaiting care.

Lounge Amenities:

- Accommodates up to 10 patients
- Complimentary drinks, sandwiches and snacks
- Plush recliner chairs
- Safe and secure area, staffed by a Clinical Team Member
- TV, magazines, and other activities available



Departure Lounge
919-470-8584

Monday - Saturday
7 a.m. - 7 p.m.

Duke Regional Hospital

Our Commitment to Care

Our Mission
To care for our patients and the health of our community.

Our Vision
To be the best community hospital.

Our Core Value
Caring for our patients, their loved ones, and each other.

Our Values
Excellence: We strive to achieve excellence in all that we do.

Safety: We hold each other accountable to constantly improve a culture that ensures the safety and welfare of all patients and staff.

Integrity: Our decisions, actions, and behaviors are based on honesty, trust, fairness, and the highest ethical standards.

Diversity: We embrace differences among people.

Teamwork: We have to depend on each other and work well together with mutual respect to achieve common goals.



You Have the Right to the Best Care

Our goal is to provide the best quality care. To do so, we ask for feedback from patients like you.

During Your Stay

How is your stay? Are you getting the care you need? Are your doctors and nurses listening and responding to your questions or requests? Please speak with your nurse or unit leader if you have any questions or concerns about your care. If your issue is still not resolved, then contact:

Duke Regional Hospital Patient & Visitor Relations
Monday through Friday, 8:30 a.m. – 5 p.m.: 919-470-4747
After hours: Call 919-470-4000 and ask the operator to page the Operations Administrator.

After Your Stay

Once you leave our care, we may ask you to complete a survey. This survey is a tool to measure and report patient satisfaction. It is made up of simple questions on key topics, such as

- Doctor and nurse communication
- Medicine and discharge information
- Overall quality of the hospital
- Staff responsiveness

We use this survey to understand what we are doing well, and where we can improve. Your feedback is invaluable to us.

Making Your Stay Comfortable



Admission
When you get to your room, the admission process will be completed by your nurse and nursing care assistant. They will ask you questions about your health and may also take your blood pressure, temperature, and weight.

Your doctors may ask more questions so they can learn more about you. A member of your care team will round (or check) on you often to make sure you are comfortable and to address pain, toileting, and positioning.

Calling Your Care Team
Your care team will check on you regularly. We will check your pain and positioning, offer bathroom assistance, and help you with anything you may need. You may also use your call bell to reach us by pushing the red button on your remote control, or you can call the nurse directly with the number they provide you. Your call bell/remote control and phone should be within your reach at all times. Please remind your care team to place your call bell/remote control where you can reach it.

Chaplain Services
We offer spiritual care, counseling, and emotional support to our patients, their loved ones, and visitors. Ask your care team to help you arrange a visit from a chaplain.

Condition Help
Should there be a sudden downturn in your condition, you or your loved ones can call 222 using the bedside phone. The operator will need to know the patient's name and room number, and will then call Condition Help. This will bring a medical team to your bedside quickly to assess your condition.

Departure Lounge
The lounge offers a safe, comfortable and relaxing environment while patients who are medically cleared to go home wait for their transportation. Open Monday-Saturday, 7 am to 7pm. Call 919-470-8584 for assistance.

Dining
Meal service is provided for your dining enjoyment as part of our commitment to excellent patient care. Your meals are prepared fresh for you each meal period. Your nurse or a patient meal technician will provide a menu that offers appropriate choices for your specific dietary needs. Orders can be placed up to a day in advance.

A patient meal technician will take your meal order bedside, or you may call 919-470-4254 between 6:30 a.m. and 7 p.m. to place your order. To ensure timely service, please place your breakfast order the night before, place your lunch orders by 10:30 a.m., and place dinner orders by 3:45 p.m. Kosher meals are available and may be obtained by asking your care team to write an order for them.

Environmental Services (EVS)
You can expect a member of the housekeeping team to visit your room daily to empty trash, clean the bathroom, replace liquid and paper products and clean the floors.

Fire Safety
We periodically conduct fire drills. If you hear an alarm, stay where you are. In an emergency, hospital staff will notify you.

Hearing Impaired
TeleType Device (TTY/TDD) phones and other devices are available for the hearing impaired. Please ask your nurse for assistance.

Interpreters/Communication Assistance
A Spanish-language medical interpreter is available 24 hours a day seven days a week. Interpretation for other languages, including American Sign Language, is available through special phone or video lines. If you or your visitor requires special assistance with communication needs, please notify your care team.

Lost and Found
If you lose a personal item during your stay, please tell your nurse immediately. They will check the Lost and Found on your behalf. You may also call Security at 919-470-4262 for assistance.

Medicines
For your safety, patients are not allowed to keep or administer personal medicines while in the hospital, unless approved by their physician. Please discuss with your nurse if you have questions.

Making Your Stay Comfortable

(Continued)

My Duke Health
As a Duke Health patient, you can access your medical chart by logging on to MyDukeHealth.org or by using the My Duke Health app. If you need help setting up your account, please call 919-620-4555.

Privacy
During your hospital stay, you will be asked if you want to be in our patient directory. You can choose to be listed, and your name and room number will be available to those who ask for it. If you do not want to be listed, we will not give out any information about you. If people call the hospital or ask about you at the information desk, we will say, "We do not have a patient by that name in our directory."

Purposeful Rounding
Nursing Team members will come to your room to ensure that your needs are met. Please be sure to voice any needs or requests during these visits.

Quiet Environment
We strive to promote healing by providing a quiet, restful environment. If you are experiencing unwanted noise, please tell a member of your care team. Eye masks and ear plugs are available by request. We also encourage you to:

- Ask visitors to speak softly.
- Keep TV volume low, or use earbuds with your tablet or cellular device.
- Request to have your room door kept closed.
- Silence cell phones or set to vibrate.

Room Temperature
Patient rooms each have individual controls. If you need help adjusting the temperature in your room, please tell the staff.

Telephones
Telephones are provided in all patient rooms. You can find the phone number for your room on the communication board. Your loved ones can call you by pressing 919-470 plus your room number. For example, if you are in room 5555, the number to your room is 919-470-5555. To place a local call, press the area code plus the local number. To make a long distance call, press 1 plus area code plus the number.

Television
A remote control is located in your room.

Toiletries
Complimentary toiletries, such as deodorant and a toothbrush, are available from your care team

Your Room
Due to the surge of patients requiring care, you may have another patient join you for all or part of your stay with us. Please rest assured, we have taken every step to ensure you receive quality care while we keep you and your loved ones safe and healthy.

All patients who room together must screen negative for COVID-19 infection and other active infections. Patients under our care are constantly monitored for the onset of illness.

We sincerely appreciate your patience and understanding as we assist you and every patient in need of important, timely care. If you have any questions, please ask a member of your care team.

Valuables *(Including Medicines, Hearing Aids, and Dentures)*
Please understand that personal items cannot be safely secured. The hospital is not responsible for personal items or valuables in patients' rooms. Please send items of value home while you are in the hospital. If valuables remain in your possession, please inform your nurse, who will assist in safely securing these items. The hospital will take responsibility only for items officially given to us for safekeeping. Personal items (such as glasses, hearing devices, dentures, and cell phones) should be placed in a yellow "My Personal Belongings" box. If you did not receive the belongings box, please inform your nurse.

Wi-Fi
Free access to Wi-Fi is available throughout the hospital. To log on, connect to the "guest" network. Once connected, open your browser and click the "connect" button at the bottom of the page.

Partnering for Your Safety

You are the most important member of your care team. While at Duke Regional Hospital, we ask that you partner with us to keep you safe.

Preventing Falls

Your medical team might determine that you are a high fall risk during your hospital stay due to your medical condition, equipment, or medicines. If this is the case, please always call for help to get up.

Hand Washing

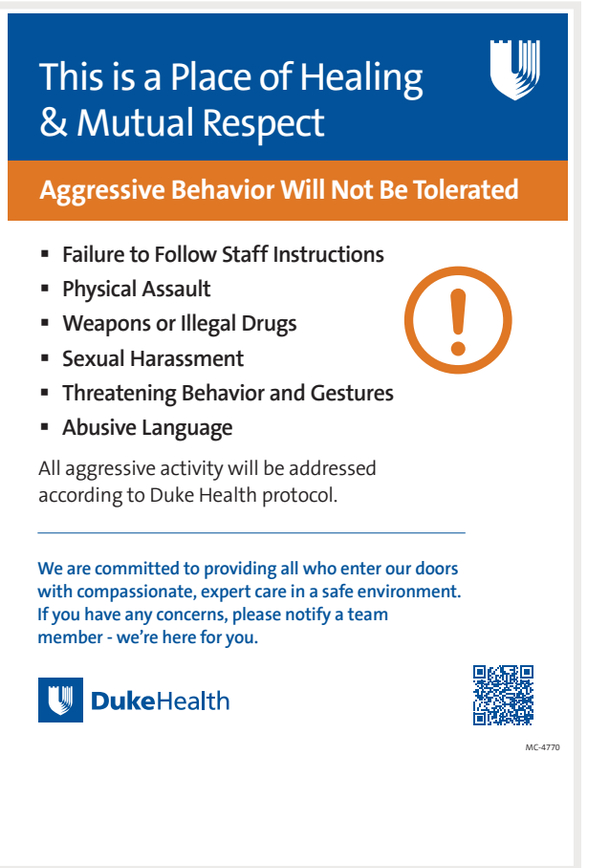
Hospital team members will always clean their hands prior to working with you. We ask that your visitors clean their hands as well. We encourage you to watch as your care team members and visitors enter the room. Did they wash or gel their hands? If not, kindly ask if they could repeat the cleaning process.

Education

Your care team will teach you about your condition, medicines, and procedures. Please ask questions if you do not understand. For general questions, we invite you to use the health education library on the My.DukeHealth.org website.

Calling Your Care Team

Use the call bell to reach the care team by pushing the red button.



Scan here to access My Duke Health

Duke Regional Hospital is a weapons-free campus. All patients and visitors will be screened upon entering. Please leave all weapons or potentially harmful items in your vehicle. This includes guns, knives, pepper spray, etc.

Partnering for Your Safety

(Continued)

Rounds

Nursing Team Rounding
Members of your nursing team will check on you regularly throughout the day and night. This is called rounding. The checks will include asking about your pain, positioning, offering bathroom assistance, and helping you with anything you may need. Please make sure you let your nurse know of any needs or requests during the visit. If you need more rest, please tell your nurse.

Medical Team Rounding
Your medical team of providers will come to your room to hear how you did the night before and discuss the plan for that day. This is a time to share changes you've seen and concerns you have, and to ask questions.

Your care team wants to work with you and your support person. If your support person wishes to join medical team rounding, your nurse can help coordinate that. Please let your nurse know.

Stay on Your Unit

Please stay on your unit or in your room to help make sure you get the care and treatments you need at the right time. This will also help make sure you are available to meet with care team members who come to speak with you (round).

Permission
If you wish to leave your unit or floor for non-care related reasons, first ask your medical team (providers) and/or primary care nurse. Your medical team will assess and make the decision that is best for you. You will also need permission from your surrogate decision-maker, if applicable.

Responsibilities
If you are able to leave your unit or floor for non-care related reasons:

- Stay in the hospital building or if going outside, do not go beyond the main entrance roundabout near the front entrance.
- Return to your unit within one hour unless a different time period has been agreed on by you, your attending physician, your care nurse, and your surrogate decision-maker, if applicable.
- You may be discharged against medical advice (AMA) from the hospital, lose your room or bed, and be required to report to the Emergency Room for evaluation and possible readmission if you return to the unit after the agreed-upon time.
- Provide your nurse with your cell phone number and answer all cell phone calls while off the unit in case there is a new clinical need for you to return to the unit.
- Nursing must secure or remove all pertinent medical devices (IV, PCA, telemetry).
- You must check in with your nurse upon return to the unit.

Important Numbers



Hospital Services

Key Numbers

Billing
919-620-4555 or
1-800-782-6945

Chaplain Services
919-470-5363

Departure Lounge
919-470-8584

Duke Rehab Institute
919-470-7338

Emergency Department
919-470-4000

Ethics Committee Consultation
919-470-5555

Food Services Call Center
919-470-4254

Gift Shop
919-470-4149

Information Desk/Patient Information
919-470-4277

Main Number
919-470-4000

Medical Records
919-684-1700

Outpatient Pharmacy
919-470-4450

Palliative Care and In-Hospital Hospice
919-470-4000

Patient & Visitor Relations
919-470-4747

Security Services or Lost and Found
919-470-4262

Volunteer Services
919-470-4150

Main Number

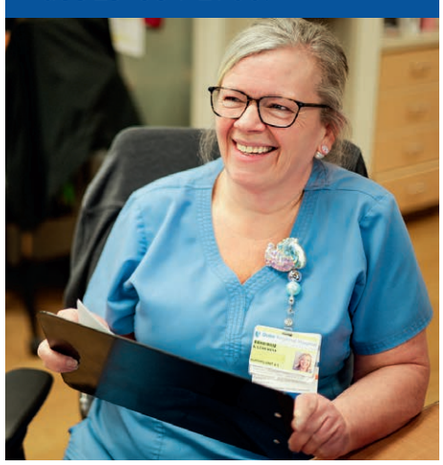
919-470-4000

Phone Tips

- From a hospital phone, if the phone number you are calling begins with 919-470, press 470 and the last four digits.
- If calling long distance, press 1 in front of the area code.

How Do I Get Copies of My Medical Records?

Submit a request via My Duke Health, or complete the authorization form available at DukeHealth.org/Medical-Records and email it or mail it to the addresses provided online. There are fees for medical record requests; costs are based on number of pages. For more information, call Health Information Management for Duke University Health System at 919-684-1700.



Helpful Tips for Visitors

Here is some helpful information for you and your visitors while you are at Duke Regional Hospital: Please reach out to your care team at any time if you have questions or need assistance.

ATM
For your convenience, an ATM is located in the main lobby on the 3rd floor. There is also a Cashpoint in the Visitor Parking Lot near the Auditorium entrance.

Cafeteria
Location: First floor
Breakfast, lunch and dinner is available for purchase at the following times.
Breakfast: 6:30 to 10:15 a.m.
Lunch: 11 a.m. to 1:45 p.m. (grill open until 3:30 p.m.)
Dinner: 4:30 to 7 p.m.
Call 919-470-4254 for questions.

Chapel
The chapel is open 24 hours a day and is a sacred space on the third floor of Duke Regional (near the main entrance). The chapel is open for prayer, meditation, and reflection for persons of all faiths, as well as for regularly scheduled religious and spiritual-health-related services.

Concierge Service
The Duke Concierge Service helps patients and their visitors arrange hotel reservations at reduced rates while visiting Duke Regional Hospital. Call 919-402-6668 for more information.

Gift Shop
The Giftique, located in the main lobby on the 3rd floor, has snacks, candy, gifts, balloons, clothing, and other items available for purchase. Giftique hours are Monday through Friday 10 a.m. to 2 p.m.
Call 919-470-4149 for more information.

Information Desk
The Information Desk, located in the main lobby on the 3rd floor, is staffed 5 a.m. to 9 p.m. on weekdays and 7 a.m. to 9 p.m. on weekends. Information about patient location, nearby hotels, restaurants, and more is available at the Information Desk. Desk staff can give directions and provide visitor passes.

Mail and Flowers
Mail and flowers will be delivered by a hospital team member Monday through Friday. If the patient leaves before the mail is delivered, every effort will be made to forward the mail to the patient.

Patient mail and flowers can be sent to the main hospital address at 3643 N. Roxboro St. Durham, N.C. 27704. Please include the patient's name and room number.

Flowers are accepted in the main lobby when doors are open. Please check with the patient's nurse before sending live flowers or plants. E-cards are also available at DukeHealth.org/DukeRegional. They are delivered to patients Monday through Friday. Please include the patient's name and room number.

Parking
Free parking is available in the Visitor Parking lot in front of the hospital, and in front of the Emergency Department.

Pharmacy
The Outpatient Pharmacy, located near the main lobby on the 3rd floor, is open Monday through Friday 9 a.m. to 4:30 p.m. You may reach the pharmacy by calling 919-470-4550.

Regional Express Market/ Vending
An express market is located on the first floor across from the Cafeteria and open daily from 6:30 a.m. to 9 p.m. Vending machines are available in the main lobby.

Video Recording
Duke is committed to protecting the privacy of our patients and staff. If you choose to record video, please do so in private areas only. Do not record other patients, visitors, staff, hospital equipment, or medical records. You must stop recording when requested to do so by Duke staff.



Helpful Tips for Visitors

(Continued)

Visitor Information

Duke Regional Hospital strives to provide patient- and family-centered care to our patients and their loved ones. Family presence includes the loved ones of our patients, based on our patients' preferences. Our policy is designed to:

- Ensure a safe and secure environment for patients, families, support people, and members of the care team
- Ensure equal presence for families, loved ones, and designated support people

What to Expect

You have the right to designate support people, including, but not limited to, your spouse, domestic partner (including a same-sex domestic partner), another family member, or a friend. During the course of your stay, it may be clinically or otherwise necessary for patient care, safety or well-being to impose restrictions on family presence. Your physician and nurse will use their clinical judgment to determine if restrictions are necessary for these purposes. More information about your rights are on pages 16-18.

What We Ask

We ask that our patients and their loved ones be respectful of other patients, families, and members of the care team. For everyone's safety, we ask that all visitors comply with the following guidelines:

- Wash your hands before and after visiting a patient.
- Refrain from visiting if you have a cold, sore throat, fever or any contagious disease.
- Keep noise to a minimum.
- Do not smoke or use tobacco products on hospital property or Durham County grounds, including parking lots and sidewalks.
- Please check with the patient's nurse before bringing gifts of food, drink, live flowers, or plants. Latex balloons are not allowed, but non-latex balloons are welcome.

Visiting Hours and Passes

Visiting Hours are from 8 a.m. to 9 p.m. Overnight visitors who leave the hospital after 9 p.m. will not be readmitted until the next morning at 8 a.m.

Visitors will need a visitor pass from the information desk in order to enter the hospital. Visitors must get a new pass each day and must turn in their pass when they leave the building.

Behavioral Health:
By appointment only. Please arrange with your care team. For questions or current information, please speak with your care team.

Scan to view updates online.

Waiting Rooms

Waiting rooms are in the following locations:

- Main lobby: 3rd floor
- Surgery: 3rd floor in the main lobby
- Critical Care Unit: 3rd floor next to the main lobby
- Outpatient Services and Preoperative Clinic: 2nd floor near the Outpatient Services entrance
- Emergency Department: Entrance
- Behavioral Health Building: Entrance
- Duke Cancer Center North Durham: 2nd floor near the Cancer Center entrance
- Duke Regional Brain and Spine Center: 2nd floor near the Cancer Center entrance
- Lounge areas: 4th, 5th, and 7th floors

Helpful Resources for You

Billing Questions

If you don't understand something on your bill, or if you're having trouble paying your bills, let us know. A representative can work with you and guide you to services that can help. Call 919-620- 4555 or 1-800-782-6945.

Can't Pay a Bill? We Can Help

Please tell us if you cannot pay your bill in full—we can help you. Our account representatives and financial care counselors can assist you with filling out applications for government-sponsored programs and describe monthly payment plans and other financial assistance programs that may be available for those who meet certain financial criteria.

Complete Advance Directives to Take Charge of Your Care

A Living Will and Healthcare Power of Attorney are the legal documents that allow you to give direction to medical personnel, family, and friends concerning your future care when you cannot speak for yourself. You do not need a lawyer to complete advance directives.

You have the right to make decisions about your own medical treatment. These decisions become more difficult if, due to illness or a change in mental condition, you are unable to tell your physician and loved ones what kind of healthcare treatments you want. That is why it is important for you to make your wishes known in advance.

Your Care Team can help you complete a Living Will or Healthcare Power of Attorney. Please ask for help. You may also find more information on the "Records and Privacy" page at DukeHealth.org/DukeRegionalHospital.

Ethics Committee Resource

When a healthcare choice also involves an ethical concern—such as a loved one's wish to refuse life-sustaining treatment, or a disagreement between family members or other caregivers concerning advance directives— decision-making can become overwhelming. A member of our Ethics Committee is available to hear such concerns. Requests for a consultation may be made by the patient, a loved one, physician, nurse or staff member. To find out more, or to request a consultation, call the Ethics Hotline at 919-470-5555 and leave a message.

Caregivers-Know Before You Go

Caregivers can help ensure the best outcome for their loved one after a hospital stay by getting the answers to these questions:

- What is the next step for medical care (home or facility, follow-up with primary care provider or physical therapy)? Help your loved one arrange the details to make this happen — financial plan, transportation, scheduling.
- What medicines does my loved one need to take? Help your loved one understand the details — timing, dosing instructions, side effects, prescription refills.
- What health warning signs do I need to watch for and what do I do if they happen? Help your loved one by writing these symptoms down as well as the name and contact number to call.

Rights & Responsibilities



You Have the Right to the Best Care

Duke Health includes Duke University Health System, Duke University Affiliated Physicians or Duke Primary Care, and Duke Health Integrated Practice, Inc. We view healthcare as a partnership between you and your care provider. We respect your rights, values, and dignity. Patients will receive safe, high-quality medical care regardless of an individual's race, color, national origin, religion, gender, age, sexual orientation, gender identity or expression, genetic information, veteran status, or disability. We ask that you recognize the responsibilities that come with being a patient, both for your own well-being and that of fellow patients and caregivers. Please read and exercise these rights and responsibilities as outlined below.

Patient Rights

You have the right to safe, high-quality medical care, without discrimination, that is compassionate and respects personal dignity, values, and beliefs.

You have the right to participate in and make decisions about your care and pain management, including refusing care to the extent permitted by law. Your care provider (such as your doctor or nurse) will explain the medical consequences of refusing recommended treatment.

You have the right to have your illness, treatment, pain, alternatives, and outcomes explained in a manner you can understand. You have the right to interpretation services, if needed.

You have the right to know the name and role of your care providers. At your request, you have a right to a second opinion.

You have the right to request that a family member, friend, or physician be notified that you are under the care of this facility.

Rights & Responsibilities

(Continued)

You have the right to receive the visitors whom you designate, including, but not limited to, your spouse, a domestic partner (including a same-sex partner), another family member, or a friend. You also have the right to withdraw or deny your consent to their visitation at any time. In the event you are unable to designate who can visit, the person you have designated as your "support person" can make that designation. Hospital visitation will not be limited or denied based on race, color, national origin, disability, religion, sex, sexual orientation, or gender identity or expression. However, it may become clinically or otherwise reasonably necessary for a patient's care, safety, or well-being to impose restrictions on visitation.

Reasons to limit visitation, if deemed necessary, may include, but are not limited to:

- Disruptive, threatening, or violent behavior by a visitor of any kind
- Infection control issues
- Minimum age requirements for child visitors
- Need for limitation on the number of visitors in particular space or during specific time period
- Patient or others in room need privacy or rest
- Visitation limitation protocols for substance abuse or mental health treatment of patient
- Visitation may interfere with patient care
- Visitation may interfere with the care of other patients

You have the right to be informed about transfers to another facility or organization and be provided a complete explanation, including alternatives to a transfer.

You have the right to receive information about continuing your healthcare at the end of your visit.

You have the right to know the policies that affect your care and treatment.

You have the right to private and confidential treatments, communications, and medical records to the extent permitted by law.

You have the right to receive information concerning your advance directives (Living Will, Healthcare Power of Attorney, or mental health advance directives), and to have your advance directives respected to the extent permitted by law.

You have the right to access your medical records in a reasonable timeframe, to the extent permitted by law.

You have the right to be informed of charges and receive counseling on the availability of known financial resources for healthcare.

You have the right to be free from restraints that are not medically required or are used inappropriately.

You have the right to access advocacy or protective service agencies and a right to be free from abuse.

You have the right to participate in research or decline to participate in research. You may decline at any time without compromising your access to care, treatment, and services.

Rights & Responsibilities

(Continued)

You have the right to have your compliments, concerns, and complaints addressed. Should you or your designated guardian, advocate, support person, or representative feel at any time that your rights as a patient have been violated, or you wish to share a compliment, concern or complaint, please call the number below at the facility where you are a patient. Sharing your concerns and complaints will not compromise your access to care, treatment, and services.

Duke Health Patient and Visitor Relations
919-681-2020, option 3

NC Department of Health Regulation
919-855-4500
2711 Mail Service Center, Raleigh, NC 27699
Mental Health Branch: 919-855-3795

The Joint Commission Office of Quality Monitoring
1-800-994-6610
JointCommission.org, then click "Report patient safety event"

Patient Responsibilities

You are responsible for providing as much information as possible about your health, medical history, and insurance benefits.

You are responsible for asking the care provider for clarification when you do not understand medical words or instructions about your plan of care.

You are responsible for following your plan of care. If you are unable or unwilling to follow the plan of care, you are responsible for telling your care provider. Your care provider will explain the medical consequences of not following the recommended treatment. You are responsible for the outcomes of not following your plan of care.

You are responsible for following the facility's rules and regulations.

You are responsible for acting in a manner that is respectful of other patients, staff, and facility property

You are responsible for meeting your financial obligation to the facility.

Privacy and Health Information

You have privacy rights under a federal law that protect your health information. This law sets rules and limits on who can access your health information.

Who must follow this law?

- Most doctors, nurses, pharmacies, hospitals, nursing homes, and other healthcare providers and their vendors
- Health insurance companies, HMOs, and most employer group health plans
- Certain government programs that pay for healthcare, such as Medicare and Medicaid

What information is protected?

- Billing information about you
- Information about your care in your medical records

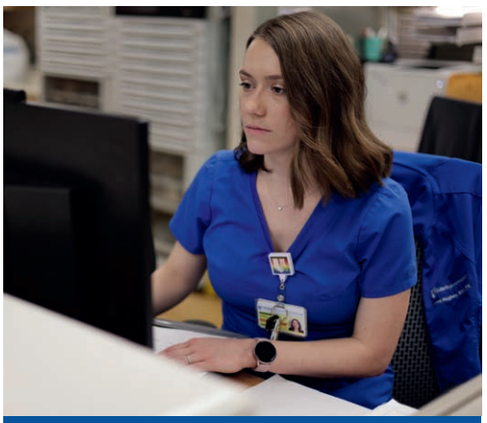
What rights do you have over your health information?

Providers and health insurers must comply with your right to:

- Ask to see and get a copy of your medical records
- File a complaint
- Get a report on when and why your health information was shared for certain purposes *(Accounting of Disclosures)*
- Request corrections to your health information *(Amendment)*
- Receive a notice that tells you more about your rights and how your health information may be used and shared *(Notice of Privacy Practices)*
- Request restrictions related to disclosure of your health information *(Restrictions)*

The complete Notice of Privacy Practices is available at: www.dukehealth.org/privacy.

You may also call the Integrity Hotline at 800- 826-8109 for questions or to report concerns.



Right to Complain

If you believe your health information was used or shared in a way that is not allowed under the privacy law, or if you weren't able to exercise your rights, you can file a complaint with your provider or health insurer. You can also file a complaint with the U.S. government. Go online to OCR Home | HHS.gov for more information.

A separate law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, go online to www.dukehealth.org/privacy.

Notice of Nondiscrimination

Duke University Health System and any duly authorized affiliates and subsidiaries (collectively "Duke Health") complies with applicable federal civil rights laws and is committed to encouraging and sustaining a learning and work community that is free from prohibited discrimination and harassment. Duke Health does not exclude or treat individuals differently or discriminate on the basis of race, color, religion, national origin (including limited English proficiency and primary language), disability, veteran status, sexual orientation, gender identity, gender expression, sex, pregnancy, genetic information, or age.

Duke Health:

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

If you believe that Duke Health has denied an auxiliary aid or service, you can request reconsideration of denial by providing Duke Access and Accommodation Services with a statement explaining why you need the aid or service that was denied.

Duke Access and Accommodation Services
1121 W. Main Street
Suite 1100
Bevan Building
Durham, NC 27701
Fax: 919-668-3977
DMSOffice@Duke.edu
TTY: 919-668-1329/NC Relay: dial 7-1-1



If you need these services, contact Patient Visitor Relations at 919-681-2020 (option 3).

If you believe that Duke Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity or expression, you can file a grievance with:

Patient Visitor Relations
Box 2968, DUMC
Durham, NC 27710
Phone: 919-681-2020 (option (3))
Fax: 919-684-8296
PatientVisitorRelations@dm.Duke.edu

or

The Office of Institutional Equity (OIE)
114 South Buchanan Boulevard
Bay 8, Box 90012
Durham, NC 27708
919-684-8222
OIE-Help@Duke.edu

You can file a grievance with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office of Civil Rights Complaint Portal, mail, or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201
Phone: 1-800-368-1019, 800-537-7697 (TDD)

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

Attention: Language assistance services and auxiliary aids, free of charge, are available to you. Call 919-681-3007.

American Sign Language



Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

Arabic

العربية

اشر الى لغتك. وسيتم الاتصال بمترجم.
نقدم خدمة المترجم مجانا لك.

Bengali

বাংলা

আপনার ভাষার দিকে নির্দেশ করুন। একজন দ্বোভাষীকে ডাকা হবে। দ্বোভাষী আপনি নিখরচায় পাবেন।

Burmese

မရှိမော

သင့်ဘာသာစကားကိုညွှန်ပြပါ။ စကားပြန်ခေါ်ပေးပါမယ်။ သင့်အတွက်စကားပြန်အခမဲ့ပေးပါမယ်။

Cantonese

廣東話

請指認您的語言，以便為
您提供免費的口譯服務

Dari

دری

زبان خود را نشانه کنید. یک مترجم شفاهی فراخوانده خواهد شد.
یک مترجم شفاهی بدون هیچ هزینه‌ای به شما ارائه خواهد شد.

Farsi

فارسي

زبان مورد نظر خود را مشخص کنید. یک مترجم برای شما درخواست خواهد شد. مترجم بصورت رایگان در اختیار شما قرار می گیرد.

French

Français

Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.

Gujarati

ગુજરાતી

તમારી ભાષા તરફ નિદશ કરો દુભાષિયાને બોલાવવામાં આવશે.
તમને કોઈ પણ કારના ખચ વિના દુભાષિયા આપવામાં આવે છે.

Haitian Creole

Kreyòl

Lonje dwèt ou sou lang ou pale a epi n ap rele yon entèprèt pou ou. Nou ba ou sèvis entèprèt la gratis.

Hindi

हिंदी

अपनी भाषा को इंगित करें। जिसके अनुसार आपके लिए दुभाषिया बुलाया जाएगा। आपके लिए दुभाषिया की निशुल्क व्यवस्था की जाती है।

Hmong

Hmoob

Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.

Japanese

日本語

あなたの話す言語を指してください。無料で通訳サービスを提供します。

Korean

한국어

귀하께서 사용하는 언어를 지정하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.

Mandarin

普通话

请指认您的语言　以便为
您提供免费的口译服务。

Nepali

नेपाली

आफ्नो भाषातर्फ औंल्याउनुहोस्। एक दोभाषेलाई बोलाइनेछ।
तपाईंको कुनै खर्च बिना, एकजना दोभाषे उपलब्ध गराइनेछ।

Polish

Polski

Proszę wskazać swój język i wezwiemy tłumacza. Usługa ta zapewniana jest bezpłatnie.

Portuguese

Português

Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.

Punjabi

ਪੰਜਾਬੀ

ਆਪਣੀ ਭਾਸ਼ਾ ਵੱਲ ਇਸ਼ਾਰਾ ਕਰੋ। ਜਿਸ ਮੁਤਾਬਕ ਇਕ ਦੁਭਾਸ਼ੀਆ ਬੁਲਾਇਆ ਜਾਵੇਗਾ। ਤੁਹਾਡੇ ਲਈ ਦੁਭਾਸ਼ੀਆ ਦਾ ਮੁਫਤ ਇੰਤਜ਼ਾਮ ਕੀਤਾ ਜਾਂਦਾ ਹੈ।

Russian

Русский

Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.

Somali

Af-Soomaali

Farta ku fiiqluqadaada… Waxa laguugu yeeri doonaa turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.

Spanish

Español

Señale su idioma y llamaremos a un intérprete.
El servicio es gratuito.

Tagalog

Tagalog

Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.

Vietnamese

Tiếng Việt

Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.



Duke Regional Hospital