



**express care**  
AN ERLANGER WALK-IN CLINIC

## Patients' Rights

- **The Right to Information.** Patients have the right to receive accurate, easily understood information to assist them in making informed decisions about health care involving Erlanger Express Care facilities and professionals.
- **The Right to Respectful Care.** Every patient has the right to respectful and considerate care without discrimination.
- **The Right to be a Full Partner in Health Care Decisions.** Patients have the right to fully participate in all decisions related to their health care. Patients who are unable to fully participate in treatment decisions have the right to be represented by parents, guardians, family members, or other conservators.
- **The Right to Identification.** Patients have the right to know the identity of physicians, medical assistants, and others involved in their care, as well as when those involved are students or other trainees.
- **The Right to Care Without Discrimination.** All patients have the right to considerate, respectful care from all Express Care employees at all times and under all circumstances. Patients must not be discriminated against in the provision of health care services, consistent with the benefits covered in their policy and/or as required by law.
- **The Right to an Interpreter.** Patients have the right to be given information in a manner that can be understood regardless of language or hearing / speech impairment. The patient will have the right to an interpreter.
- **The Right to Privacy.** Patients have the right to communicate with health care providers in confidence and to have the confidentiality of their personally-identifying health care information protected.
- **The Right to Review.** Patients have the right to review and copy their own medical records and request amendments to their records, as well as have the information in their records interpreted or explained to them, except as restricted by law. Patients have the right to review any disclosures of their health information, in accordance with law and regulation.
- **The Right to Complaint Resolution.** Patients have the right to a fair and efficient process for resolving any differences with Erlanger Express Care, its policies, guidelines, or health care providers.
- **The Right to Have Acute Pain Issues Addressed.** Erlanger Express Care respects the patient's right to management of pain as appropriate and consistent with clinical practice guidelines.
- **The Right to Express Safety Concerns.** Patients have the right to contact Erlanger Express Care Office at (423) 541-5122 with any safety concerns. Patients also have the right to contact The Tennessee Department of Health at (615) 741-3111 to report any concern about patient safety which they feel Erlanger Express Care's management was unable to successfully address.

## Patients' Responsibilities

- **The Responsibility to be Accountable.** In a health care system that affords patients their rights and protections, the patient must also take greater responsibility for maintaining good health.
- **The Responsibility to Ask Questions.** Patients should ask questions when they do not understand their care, treatment, or services or what they are expected to do.
- **The Responsibility to Follow Instructions.** Patients should follow their plan of care, treatment, or services. They should also express any concerns about their ability to follow the proposed plan. Patients should also accept their share of responsibility for outcomes of not following their plan of care, treatment, or service.
- **The Responsibility to Show Respect and Consideration.** Patients should be considerate of the organization's physicians, staff, and property, as well as other patients and their property.
- **The Responsibility to Meet Financial Obligations.** Patients are expected to meet all financial obligations agreed to with Erlanger Express Care.