



# Patient Rights and Responsibilities

*As a patient of Piedmont Healthcare, you and your family have the right to:*

- A reasonable response to your request and need for care
- Considerate and respectful care
- Receive information and collaboration with your physicians to make decisions
- Be informed of any research or human experimentation affecting your care
- Appropriate assessment and management of pain
- Personal privacy and confidentiality within the law
- Receive care in a safe setting, free from all forms of abuse
- Create Advanced Directives and designate a decision maker to exercise these rights
- Information regarding the hospital's patient rights policies, complaint mechanisms and the right to bring a grievance

*As a patient of Piedmont Healthcare, you and your family have the responsibility to:*

- Provide accurate and complete information, to the best of your knowledge, regarding present and past illnesses, hospitalizations, medications and other matters relating to your health
- Follow your treatment plan as recommended by the healthcare provider primarily responsible for your care
- Accept accountability for refusing treatment or not following the healthcare provider's instructions
- Assure that financial obligations relating to your healthcare are fulfilled as promptly as possible
- Follow hospital rules and regulations affecting patient care and conduct
- Safeguard all personal belongings brought with you to Piedmont Healthcare
- Be considerate and respectful of the rights of other patients, guests, hospital personnel and of hospital property

All patients have the right to considerate, respectful care at all times and under all circumstances, with recognition of their personal dignity and autonomy. Piedmont Healthcare will develop, implement, and adhere to policies intended to assure practices that will respect the rights of all patients regardless of race, creed, sex, sexual orientation, gender identity or expression, national origin, religion, age, disability, diagnosis, or sources of payment for care.

We warmly welcome friends and family at Piedmont, but there is important information - like visiting hours - visitors should consider when planning your visit. Visiting hours are arranged to give visitors and patients as much time together as possible without interfering with patient care or delaying recovery. Family, including spouses, significant others and same-sex domestic partners, as well as a minor patient's parents, regardless of the gender of either parent, and clergy may visit any time, observing appropriate restrictions.

You are encouraged to bring any concern or complaint to the attention of a manager or department director. Please call the appropriate contact below and we will work to address and resolve the issue in a professional manner.

Piedmont Atlanta:  
Mary Frances Honea • 404.605.3692

Piedmont Fayette:  
Jo Greene • 770.719.7457

Piedmont Henry:  
Lynn Walton • 678.604.5386

Piedmont Mountainside:  
Mary Ghorley • 706.301.5391

Piedmont Newnan:  
Angela Johnson • 770.400.2302

You have the right to take concerns directly to the Georgia Healthcare Facility Regulation Division at **404.657.5726**, even if you choose not to use the hospital grievance process.