



16158 Airline Hwy Ste. 103, Prairieville, LA 70769  
p. 225-963-9355 f. 225-314-9355

## **As a patient, you have the right to...**

### ***Personal Privacy and Visitation***

- Be treated with dignity and respect.
- Have information in your clinical records kept confidential.
- Have your personal privacy honored.
- Have a family member, friend, or other person with you to give emotional support unless doing so is disruptive.
- Say yes or no to the making of recordings, films, or other images of you for purposes other than for your care.

### ***Security and Safety***

- Be free from neglect; exploitation; and verbal, mental, physical and sexual abuse while getting care, treatment and services.
- Get protective, supportive and advocacy services.
- Get care in a safe setting that preserves dignity.
- Know restraints or seclusion will be used only when medically needed.

### ***Cultural and Spiritual Values***

- Have your customs and personal values, beliefs and preferences respected as long as they do not interfere with treatment.

### ***Receive Care***

- Not be discriminated, excluded or treated differently because of race, color, national origin, age, physical or mental disability, sex, religion, culture, language, socioeconomic status, sexual orientation and gender identify or expression.

### ***Get Information***

- Make, check, or change your Living Will and have it honored in line with the law, regulations, and the hospital's capabilities.
- Ask that we tell a family member or representative you choose and your own doctor of your admission.
- Know the names and roles of the people in charge of as well as those giving your care, treatment, and services.
- Make informed choices about your care. Be informed of your health status and be involved in choices that affect you, including the right to say no to care, treatment, and services.

***Express Concerns, Complaints or Grievances*** To express concerns, complaints, and/or grievances about any aspect of your care, treatment, or services, please contact the following:

- Neighborhood Health Administration: 225-963-9355 or email [info@neighborhoodhealthla.com](mailto:info@neighborhoodhealthla.com)
- Health Leader's Network: 877-771-3945

# As a patient, it is your responsibility to...

## ***Give Pertinent Information***

- Give us complete and accurate health information including your medical history and all drugs you are taking.
- Give us complete and accurate personal information including name, address, phone number, date of birth, social security number and health insurance coverage.
- Tell us of changes in your health problem or symptoms, including pain.
- Give us a copy of your Living Will if you have one.
- Give us a copy of any legal document related to decision making.
- Tell us if you need a translator or translation services.

## ***Ask Questions and Follow Instructions***

- Let us know if you do not understand the information given to you about your condition or treatment.
- Work with your doctor, nurse, and other healthcare providers to make choices about your care.
- Speak up. Ask questions until you understand your treatments, procedures, and drugs.
- Tell your concerns to any team member as soon as possible.
- Follow our instructions and your plan of care.

## ***Be Responsible***

- Pay your bills or arrange to meet your financial responsibilities.
- Leave your personal belongings at home or have someone take all valuables home.

## ***Show Respect and Consideration***

- Keep your scheduled appointments and call us if you are not able to keep your appointments.
- Be thoughtful and helpful; treat all patients, visitors, providers and team members with courtesy and respect. Any abusive or rude behavior could result in your dismissal from care.
- Not smoke or use tobacco products, including e-cigarettes on our property.
- Not leave your care area without talking with staff.
- Respect the rights and property of others and the building.
- Not bring illegal drugs, alcohol, guns, or other weapons onto our property.
- Not take photos or video of other patients or people.