

CHRISTUS Central Louisiana Surgical Hospital adopts and affirms as policy the following rights of patient/clients who receive services from our facility. Every patient has the right to be treated as an individual with his/her rights respected without regard to culture, economic status, education, handicap, race, color, national origin, disability, age, sex, which includes their gender identity and sex stereotyping, or religious background. Every patient shall have the following rights:

- Every patient, or his/her designated representative, shall whenever possible, be informed of the patient's rights and responsibilities in advance of furnishing or discontinuing patient care.
- The right to have a family member, chosen representative and / or his or her own physician notified promptly of admission to the hospital.
- The right to be treated with consideration, respect and recognition of their individuality, including the need for privacy in treatment.
- The right to be informed of the names and functions of all physicians and other health care professionals who are providing direct care to the patient. These people shall identify themselves by introduction and/or by wearing a name tag.
- The right to receive, as soon as possible, the services of a translator or interpreter to facilitate communication between the patient and the hospital's health care personnel.
- The right to participate in the development and implementation of his/her plan of care.
- Every patient or his or her representative (as allowed by the state law) has the right to make informed decisions regarding his or her care.
- The patient rights include being informed of his/her health status, being involved in care planning and treatment, and being able to request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.
- The right to be included in experimental research only when he or she gives informed, written consent to such participation, or when a guardian provides such consent for an incompetent patient in accordance with appropriate laws and regulations. The patient may refuse to participate in experimental research, including the investigations of new drugs and medical devices.
- The right to be informed if the hospital has authorized other health care and / or education institutions to participate in the patient's treatment. The patient shall also have a right to know the identity and function of these institutions, and may refuse to allow their participation in his/her treatment.
- The right to formulate advance directives and have hospital staff and practitioners who provide care in the hospital comply with these directives.
- The right to be informed by the attending physician and other providers of health care services about any continuing health care requirements after his/her discharge from the hospital. The patient shall also have the right to receive assistance from the physician and appropriate hospital staff in arranging for required follow-up care after discharge.
- The right to have his/her medical records, including all computerized medical information, kept confidential.
- The right to access information contained in his/her medical records within a reasonable time frame.
- The right to be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
- The right to be free from all forms of abuse and harassment.
- The right to receive care in a safe setting.
- The right to examine and receive an explanation of the patient's hospital bill regardless of source of payment, and may receive upon request, information relating to financial assistance available through the hospital.
- The right to be informed in writing about the hospital's policies and procedures for initiation, review and resolution of patient complaints or grievance's, including the address and telephone number of where complaints may be filed with the department.
- The right to be informed of his/her responsibility to comply with hospital rules, cooperate in the patient own treatment, provide a complete and accurate medical history, be respectful of other patients, staff and property, and provide required information regarding payment of charges.
- Except in emergencies, the patient may be transferred to another facility only with a full explanation of the reason for transfer, provisions for continuing care and acceptance by the receiving institution.
- The patient who received treatment for mental illness or developmental disability, in addition to the rights listed herein, have the rights provided in the Louisiana Mental Health Law.

If you have concerns regarding any of the items discussed in this document or concerns regarding any aspects of your care, please contact the CHRISTUS Central Louisiana Surgical Hospital Chief Executive Officer (designated 504/1557 Coordinator) at 651 N Bolton Ave, Alexandria, LA 71301 or call 318 443-3511. You may also advise the Louisiana Department of Health, DHH/Health Standards Section, P.O. Box 3767, Baton Rouge, LA 70821, Call (225) 342-0138 or Toll Free 866-280-7737, or Fax (225) 342-5292. You may also contact The Centers for Medicare and Medicaid at Medicare Beneficiary Ombudsman at www.medicare.gov, www.cms.hhs.gov/center/ombudsman or 1-800-633-4227. You may also contact DNV at <https://dnvhealthcareportal.com/patient-complaint-report> or hospitalcomplaint@dnv.com or call (866) 496-9647 or fax (281) 870-4818 or mail to DNV Healthcare USA, Inc. ATTN: Hospital Complaints 4435 Aicholtz Road Suite 900 Cincinnati, OH 45245

Notice of Non-Discrimination Taglines

ADMB.05.F.01

English ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call: 1-800-853-3511.

Spanish ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-853-3511.

French ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-853-3511.

Vietnamese CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-853-3511.

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1-800-853-3511

Arabic 3511-853-800-1 ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم

French Creole ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-853-3511

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-853-3511.

Tagalog (Tagalog-Filipino) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-853-3511.

Portuguese ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-853-3511.

Korean 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-853-3511

Italian ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-853-3511.

Urdu 3511-853-800-1 خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال

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 1-800-853-3511

Laotian ໃບດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-853-3511

Hindi ध्यान दें: यद् आप हदी बोलते ह तो आपके िलए मुफ्त म् भाषा सहायता सेवाएं उपलब्ध ह। 1-800-853-3511