

AS A PATIENT OF VALOR HEALTH, YOU HAVE THE RIGHT TO:

- **Access to Care and Treatment**, no matter your age, sex, gender (including gender ID), sexual orientation, religion, national origin, disability, or ability to pay.
- **Respect and Dignity** with respectful care that recognizes your personal dignity and individuality.
- **Freedom from Abuse:** Freedom from physical, verbal, mental, sexual (including sexual orientation and/or gender identity) and emotional abuse or harassment.
- **Freedom from Restraints and Seclusion** of any form that is not medically necessary or for safety reasons. Restraint and seclusion may not be used for punishment or staff convenience.
- **Privacy and Confidentiality** in keeping with the law. You may expect any discussion involving your care to be discreet, and individuals not directly involved in your care will not be present without your permission. Your personal privacy will be protected including, but not limited to, sexual orientation and/or gender identity.
- **Privacy of your Medical Record and Confidentiality** regarding your medical record. You have the right to access the information in your record within a reasonable time frame.
- **Provision of Care** in a safe setting.
- **Know the Identity of Caregivers** and the role of staff providing care to you.
- **Prompt Notification** of your doctor and your designated representative when you have been admitted.
- **Visitation:** Decide if you want visitors or not while you are here. The hospital may need to limit visitors to better care for you or other patients. Designate those persons who can visit you during your stay. These individuals do not need to be legally related to you. Designate a support person who may determine who can visit you if you become incapacitated.
- **Participate in Your Own Plan of Care:** You, as the patient, are the most important person in decisions about your healthcare. You have the right to be involved in care planning and treatment.
- **Request and Refuse** any care, treatment or services, except as otherwise provided by law.
- **Consultation:** You may get a second opinion from another doctor or specialist (at your own request and cost).
- **Transfer and Continuity of Care and Information** about a decision to transfer you to another facility for specialized services, including the alternatives to such a transfer. You also have the right to be informed by the staff of any discharge instructions or follow-up care.
- **Information and Consent** about your illness and treatment options, communicated in a way you can understand. You have the right to make decisions regarding your care, and to be included in the consideration of ethical issues regarding your care. You will be allowed to decide whether or not to participate in any research, clinical trials or clinical training programs.
- **Advance Directives:** You may write an Advance Directive (Living Will and /or Durable Power of Attorney for Healthcare or doctor ordered "Do Not Resuscitate"). You can expect that your healthcare providers will provide care that is consistent with these directives.
- **Pain Management:** You have the right to have your pain relieved as completely as possible.
- **Beneficiary Notice of Non-Coverage** and the right to appeal a premature discharge to your payer.
- **Complain or File a Grievance:** You may voice a complaint by giving it in writing or asking to speak with someone in

charge. The complaint will be forwarded to the appropriate member of leadership where it will be reviewed and addressed. Any employee can provide you with directions on how to file a complaint/grievance.

HOW TO EXPRESS A COMPLAINT OR CONCERN AT VALOR HEALTH:

The staff at Valor Health will do everything possible to make sure that your care is appropriate and prompt. If you are ever dissatisfied with your physical, verbal, or medical treatment please approach a member of the Valor Health staff or the department manager and they will attempt to resolve things as quickly as possible. You may also contact our Quality Manager by calling 208-901-3207. Our Quality Manager will investigate and make sure your case is forwarded to leadership for final action if needed. If you feel your concern was not adequately addressed, you may also file a complaint with someone outside of the hospital.

The following organization accepts comments on Valor Health:

Bureau of Facility Standards – DHW
 PO Box 83720, 450 W. State St.,
 Boise Idaho 83720-0036 - (208) 334-6626

DNV Healthcare
 400 Tech Center Drive Suite 100
 Milford Ohio 45150 - (866) 523-6842

AS A PATIENT OF VALOR HEALTH, YOU HAVE THE FOLLOWING RESPONSIBILITIES:

- **Provision of Information:** Provide, to the best of your ability, accurate and complete information about your present complaint, past illnesses, hospitalization, medications, and other matters pertaining to your health. You have the responsibility to report any changes in your condition to your healthcare provider.
- **Compliance with Instructions:** Follow the treatment plan recommended by your practitioner, including the instructions of nurses and other health professionals as they carry out your plan of care. If you do not understand the information provided or your plan of care, you are responsible for asking questions. You are responsible for keeping appointments and, when unable to do so, for cancelling/rescheduling in a timely manner.
- **Refusal of Treatment:** You are responsible for your actions if you refuse treatment or do not follow your practitioner's instructions.
- **Hospital Regulations:** Follow hospital rules and regulations. You will be informed of rules that apply to you when you become a patient.
- **Advance Directives:** Provide the hospital with copies of Advance Directives if you have them so they can be followed in the event of a terminal illness or if you are unable to speak for yourself.
- **Respect and Consideration:** Be considerate of the rights of other patients, staff, and hospital property, including assisting in the control of noise and the number of visitors.

PATIENT EDUCATION REGARDING RIGHTS AND RESPONSIBILITIES:

Patients who are admitted to Valor Health are offered a list of these rights and responsibilities. They are also found on the valorhealth.org website. In addition, the Complaint/Grievance information is found on the valorhealth.org website.