

Your Rights, Responsibilities and Other Helpful Information.



Table of Contents.

Welcome.....	3
Patient Rights and Responsibilities	4
Your Care, Safety and Well-being.....	7
Choices and Champions®	9
Help With Making Complex Medical Decisions	11
Help With Discharge Planning	11
Discharge Planning Checklist	12
MyChart	13
MyChart Bedside.....	14
Your Privacy Rights.....	15
Notes	16



For your health and wellness, we are a tobacco-free organization. NovantHealth.org

Welcome.

Thank you for choosing Novant Health. This handbook contains your rights and responsibilities as a patient, as well as other helpful information.

As a result of the COVID-19 pandemic, the hospital experience has seen a lot of recent changes, including universal masking, screening for all who enter our buildings and limited visitation. These changes are necessary to keep everyone — you, your loved ones and our team members — safe. As new information becomes available, we will continue to adapt and keep you informed of any changes that affect your care.

Although you cannot see our faces, please know there is a smile behind the mask. We remain committed to fulfilling our service standards of knowing you, caring about you, respecting you and delighting you. We deliver this commitment through our core values of compassion, excellence, teamwork, safety, courage, and diversity, inclusion and equity. Because each person is different, shaped by unique life experiences, we will rely on you to let us know how to serve your unique needs and ensure that you have a remarkable patient experience.

We want to be world class as we deliver next-level remarkable care. We want to make healthcare simpler and more convenient so you can focus on getting better and staying healthy. We are listening. Tell us how we can help.

Thank you for placing your trust in us.

All are welcome

Novant Health does not exclude, deny benefits to, or otherwise discriminate on the basis of race; color; religion; national origin; culture; language; physical or mental disability; genetic information; age; sex, including pregnancy, childbirth or related medical conditions; marital status; sexual orientation; gender identity or expression; socioeconomic status; or source of payment.



Patient Rights and Responsibilities.

You have important rights and responsibilities as a patient; if someone else is making your healthcare decisions for you, that person will exercise your rights for you. We want you to be an active member of your care team and tell us what is important to you, so we can honor your personal preferences and values. We also need your help to make sure our surroundings are safe and healing. In order to do this, all the members of the healthcare team — including you and your visitors — must treat others with courtesy, respect and dignity. By working together, we can make your experience remarkable!

You have the right to:

- Quality care and professional standards that are maintained and reviewed.
- Care in a safe setting.
- Treatment that is as comfortable as possible.
- Be free from medical and nursing procedures that are not needed.
- Have emergency procedures performed without unnecessary delay.
- Ask for a second opinion, at your expense.
- Be transferred to another facility when it is needed. We will explain why you need to be transferred and what the available alternatives are.
- Sleep in the hospital without being awakened, unless medically necessary.
- Be free from all forms of abuse, harassment, exploitation, and neglect.
- Be free from restraints and seclusion, unless needed for safety.
- Know if something goes wrong with your care.
- Be treated with respect and dignity.
- Treatment without discrimination.
- Know the names and jobs of the team members who care for you.
- Have a support person and visitors of your choice, even if they are not related to you, if it will not interfere with your treatment. We will inform you of any restrictions.
- Have a family member or friend, as well as your doctor, notified if you are admitted to the hospital.
- Respect for your culture, values, beliefs and preferences.
- Know the rules that apply to your behavior.
- A detailed bill and an explanation of that bill.
- Information about resources to help you pay for your healthcare. If you have questions about your hospital bill, call 703-369-8300 or email us at **NHCSCC@NovantHealth.org**
- Help decide the details about your care.
- Make informed decisions about your care, except in emergencies.
- Refuse care.
- Make advance directives and have your medical wishes followed.
- Contact a person or agency to protect your rights.
- Get information in language you understand. If it is not possible to give information to you, we will give it to the person you designate.
- Language assistance services free of charge, including an interpreter if needed.

- Information about the care you may need when you are discharged and how you can get that care.
- Personal privacy.
- Privacy, confidentiality, and access to medical information as allowed by law. Novant Health's Notice of Privacy Practices describes your rights and our obligations related to medical information.
- Know if you are being considered for a research or donor program and give your consent before participating in these programs.
- Religious and other spiritual services that you choose.
- Know about your rights as early as possible during your hospital stay.
- Agree or refuse to allow pictures for purposes other than your care.
- Complain without fear and have your complaints reviewed. You can directly contact:
 - Novant Health Patient Services at **NovantHealth.org/home/contactcenter** or by calling 888-648-7999 (toll free). After normal business hours, leave a message and someone will return your call the next business day.
 - **NC Division of Health Service Regulation**
2711 Mail Service Center
Raleigh, NC 27699-2711
919-855-4500
 - **The Joint Commission**
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
800-994-6610
- Respect the property of others.
- Follow the facility's rules.
- Follow your care instructions.
- Share as much health information with us as possible.
- Tell us about changes in your condition and let us know when you are in pain.
- Give us a copy of your advance directive(s).
- Leave your valuables at home.
- Keep your appointments.
- Pay for your care.

Notice of nondiscrimination.

Novant Health complies with applicable federal civil rights laws and does not discriminate, exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Free aids and services are available to people with disabilities to help us communicate effectively with each other. This help includes:

- Qualified sign language interpreters
- Written information in other formats such as large print, audio, accessible electronic formats, etc.

Novant Health also provides free language services to people whose primary language is not English. These language services include:

- Qualified interpreters
- Information written in other languages

If you need these services, please contact Novant Health interpreter services at 980-302-9591 (TDD/TTY: 800-735-8262).

Your responsibilities are to:

- Be an active partner in your healthcare and ask questions.
- Treat others, including our team members, with courtesy and dignity.

Your Rights and Protections Against Surprise Medical Bills

What is “balance billing” (sometimes called “surprise billing”)?

When you see a doctor or other health care provider, you may owe certain out-of-pocket costs, like a copayment, coinsurance, or deductible. You may have additional costs or have to pay the entire bill if you see a provider or visit a health care facility that isn’t in your health plan’s network.

“Out-of-network” means providers and facilities that haven’t signed a contract with your health plan to provide services. Out-of-network providers may be allowed to bill you for the difference between what your plan pays and the full amount charged for a service. This is called “balance billing.” This amount is likely more than in-network costs for the same service and might not count toward your plan’s deductible or annual out-of-pocket limit.

“Surprise billing” is an unexpected balance bill. This can happen when you can’t control who is involved in your care—like when you have an emergency or when you schedule a visit at an in-network facility but are unexpectedly treated by an out-of-network provider. Surprise medical bills could cost thousands of dollars depending on the procedure or service.

You’re protected from balance billing for:

Emergency services

If you have an emergency medical condition and get emergency services from an out-of-network provider or facility, the most they can bill you is your plan’s in-network cost-sharing amount (such as copayments, coinsurance, and deductibles). You can’t be balance billed for these emergency services. This includes services you may get after you’re in stable condition, unless you give written consent and give up your protections not to be balance billed for these post-stabilization services.

Certain services at an in-network hospital or ambulatory surgical center

When you get services from an in-network hospital or ambulatory surgical center, certain providers there may be out-of-network. In these cases, the most those providers can bill you is your plan’s in-network cost-sharing amount. This applies to emergency medicine, anesthesia, pathology, radiology, laboratory, neonatology, assistant surgeon, hospitalist, or intensivist services. These providers can’t balance bill you and may not ask you to give up your protections not to be balance billed.

If you get other types of services at these in-network facilities, out-of-network providers can’t balance bill you, unless you give written consent and give up your protections.

You’re never required to give up your protections from balance billing. You also aren’t required to get out-of-network care. You can choose a provider or facility in your plan’s network.

When balance billing isn’t allowed, you also have these protections:

- You’re only responsible for paying your share of the cost (like the copayments, coinsurance, and deductible that you would pay if the provider or facility was in-network). Your health plan will pay any additional costs to out-of-network providers and facilities directly.
- Generally, your health plan must:
 - o Cover emergency services without requiring you to get approval for services in advance (also known as “prior authorization”).
 - o Cover emergency services by out-of-network providers.
 - o Base what you owe the provider or facility (cost-sharing) on what it would pay an in-network provider or facility and show that amount in your explanation of benefits.
 - o Count any amount you pay for emergency services or out-of-network services toward your in-network deductible and out-of-pocket limit.

If you think you’ve been wrongly billed, contact 1-800-985-3059.

Visit www.cms.gov/nosurprises/consumers for more information about your rights under federal law.

Your Care, Safety and Well-being.

Novant Health is committed to providing next-level remarkable care in a welcoming and safe environment.

As our team members care for you, you will be asked your name and date of birth. We do this for your safety. This is to ensure we always give the right care to the right patient.

Make sure all people, including your healthcare team, family and friends, have washed their hands before they come into the room. It's even OK to remind them.

Be sure everyone involved in your care has your important health information such as allergies and other medical problems.

For your safety, your medications brought from home are not permitted while you are a patient.

Ask questions and make sure you get the answers you need. We'll get you started with these simple, yet essential, questions for your healthcare providers from our Ask Me 3 program.

By asking these three questions, discussing them with your care team, and understanding the answers, you can take action to manage your health and make informed decisions. Be sure to let your doctor, nurse or other healthcare provider know if you don't understand what you need to do.

Hospitals may seem strange and be unfamiliar. You may be weak or unsteady, or dizzy from your medications.

Always follow your doctor's orders and nurse's instructions, call for assistance, and wait for help as directed before getting out of bed.

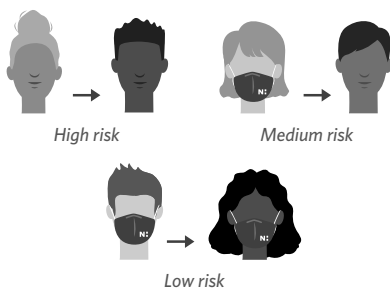
You are encouraged to take an active part in the plan to manage your pain. Together with your healthcare team, you will establish functional pain goals that allow you to participate in care that works toward your recovery.

Novant Health supports a violence-free workplace. We believe everyone, including our team members, should be treated with respect. Our public safety department is here to help you with any security concerns. Please let a healthcare team member know if you need to speak with public safety during your stay.

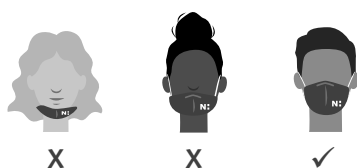
You may see members of your care team using a cell phone while you are in the hospital. We use cell phones to communicate quickly with one another about a patient's health, as well as respond to emergencies.

The Centers for Disease Control and Prevention (CDC) recommends that everyone wear face masks while in healthcare facilities to help prevent the spread of the coronavirus. Your healthcare team will let you know when you need to wear a mask while you are receiving care.

Why mask?



How to properly wear a mask



Always cover your nose, mouth and chin with your mask.

Three questions to always ask.

1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?



Hand washing is more important than Ever.

Care providers, family and visitors — we're all responsible for helping stop the spread of germs that can put our patients and loved ones at risk.

We commit to washing our hands before and after we visit each patient. You should, too.

Speak up if you see someone not following this rule. We all play a part in keeping each other healthy.

Stop the spread of germs. Wash your hands.

Choices and Champions.®

Stay in control of your healthcare — no matter what.

At Novant Health, we want to honor your healthcare choices, even at times when you cannot make medical decisions or tell us what you want. No one knows what the future holds. Even if you are in good health, there are many reasons why you might become unable to make your own medical decisions. Here are some examples that could happen to anyone:

- Surgery with anesthesia
- Serious injury such as concussion or car accident
- Loss of consciousness due to stroke or other medical condition

What is a healthcare Champion?

Your healthcare Champion is the person you trust to speak for you if you are ever unable to make your own medical decisions. Choosing a healthcare Champion is an important step to make sure that you stay in control of your healthcare — no matter what.



Choosing your healthcare Champion

Novant Health has team members who can help you decide who to choose as your healthcare Champion and start conversations with your care team and loved ones. We can also help you decide if you need to take the next step of completing a Health Care Power of Attorney (HCPOA). We can answer your questions and provide the right forms as a free service. If you also want to talk to your healthcare team about your goals of care and options, this may be billed just like any other important part of your care.

Novant Health will follow and respect your wishes about medical care

- We will honor your right to agree to or refuse medical or surgical treatment, including end-of-life wishes expressed through portable do not resuscitate (DNR) orders and medical orders for the scope of treatment (MOST).
- We can help you make treatment decisions and make those wishes known.
- There may be times when you cannot make decisions or tell us your wishes. If this happens and you do not have an advance directive, we will follow state law regarding who may make medical decisions for you.
- We will provide cardiopulmonary resuscitation (CPR) in the event of cardiopulmonary arrest, unless the patient has clearly documented expressed wishes to not receive CPR.

To get started, call 844-677-5134
or visit [NovantHealth.org/ChoicesandChampions](https://www.NovantHealth.org/ChoicesandChampions).

What is an advance directive?

An advance directive is a legal document that allows you to name someone to make medical decisions for you and/or state your wishes for medical treatment if you are ever unable to speak for yourself. These documents may include:

- **Someone to speak for you:** We encourage every patient to choose a healthcare Champion. However, the person you choose is not always your legally authorized decision maker under state law. You can make sure that your healthcare Champion is your legally authorized decision-maker by naming that individual as your healthcare agent in a legal document called a Health Care Power of Attorney.
- **Making your wishes known:** A Living Will is a type of advance directive that states your wishes about treatments you would or would not want while facing a serious illness or major medical event. If you decide you would like to donate your organs, eyes and/or tissue after death, you can include this wish in an advance directive.
- **Mental health treatment:** An Advance Instruction for Mental Health Treatment is a type of advance directive usually created with your outpatient care team. This form allows you to state the kind of mental health treatment you want to receive if you are ever unable to make mental health treatment decisions for yourself. It can be useful for people who have experienced a mental health crisis in the past. You can also state these wishes in a Health Care Power of Attorney.

Make sure your wishes are known.

- Talk about your wishes with your loved ones so they are able to honor them.
- Talk to your doctor about your wishes.
- If you have an advance directive, please give copies to your healthcare team and loved ones. You may also upload your advance directive to MyChart.

If you do not have an advance directive or would like help making changes to a current advance directive, our Choices and Champions team is here to help you:

- Decide the care you would or would not want.
- Complete the necessary documents.
- Guide conversations with your healthcare team and loved ones.

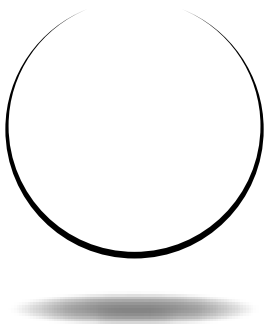
If you are living with a serious or chronic illness, you may want to speak with your healthcare team about a medical orders for scope of treatment (MOST) form or a do not resuscitate (DNR) form.

What if I do not have an advance directive?

If you have not named an agent in a legal document, state law will determine who the healthcare team will ask to make medical decisions for you.

Without conversations and documentation, your loved ones and healthcare team may be left to guess at what choices you would have made for yourself.

For advance care planning assistance, call 844-677-5134 or visit NovantHealth.org/ChoicesandChampions.



Choices and Champions has been awarded the American Hospital Association's prestigious Circle of Life Award. Novant Health is humbled to be one of two programs nationally recognized in 2020 for our innovations in end-of-life care.

Help With Making Complex Medical Decisions.

Medical decisions can be complex. Sometimes you will need to meet with different kinds of doctors. You may need to choose from several treatment options with different benefits and burdens. You may also have family members or loved ones with differing opinions about what treatments are best for you. We want to support you in making decisions that are based on your values, beliefs and informed preferences.

Here are some examples of complex decisions you may need to make for yourself or on behalf of a loved one:

- Should this treatment be started — what are the benefits and burdens?
- Should this treatment be stopped — is it causing more suffering than help?
- Who may speak for a patient who cannot speak for him/herself?
- How do I make sure others respect my values and beliefs?

How to get help at no cost to you.

When faced with these hard decisions, you may want to ask for help from a neutral third party to discuss your options. Novant Health offers a free service called a clinical ethics consult. The consultants who provide this service, also called clinical ethicists, are Novant Health team members who are not directly involved in your care. They can come from many professions (physicians, nurses, counselors, social workers), but all have specialized training in ethical decision-making and mediation. Their role is to help you, your medical team, your family and loved ones find common ground about the best course of treatment.

To request this service, call 844-307-2721.

Help With Discharge Planning.

It's never too early to start thinking about what you may need when you are ready to leave the hospital. Whether it is home medical equipment, personal care, or home health services, our nursing and case management teams are here to help you as you prepare for discharge. If needed, case management also can help connect you with assisted living, short-term rehabilitation, and skilled nursing facility care. Our goal is to get you home as quickly and safely as possible but, occasionally, a higher level of care is needed before the return to home. Please let your nurse or doctor know if you would like help from our case management team.

Discharge Planning Checklist.

Use the checklist to guide conversations with your nurse or healthcare provider. This can help you to better understand your discharge plan.

- I understand why I am in the hospital.
- I understand my new medication(s) and what side effects may occur.
- I have a copy of my discharge instructions and understand my plan of care.
- I know how to schedule my follow-up appointment or have already scheduled it.
- I know which signs and symptoms to notify my care provider about and when to seek medical care.
- I have the medical equipment or supplies that I need at home.
- I have made plans for someone to pick me up and they know what time to arrive.

Available for morning discharge:

.....

Available for evening discharge:

.....

The day before your discharge

- Share the discharge plan with your caregiver and update them as needed.
- Ask what time you can expect to be discharged. *Please note that you may not leave immediately after your physician says you are discharged, depending on testing, lab work or other disciplines that still may need to see you prior to leaving the hospital. Our goal is to help you to leave as soon as we can.
- Plan who will pick you up from the hospital.
- Let your caregivers know what time to arrive to hear your discharge instructions.
- Make sure you have all of your personal belongings, including glasses, phone charger, hearing aids, dentures and home medications.

Use this list to help you keep track of your personal belongings. Make sure your items are transferred to the next location if you change rooms or facilities.

	Brought it	Packed it
1. Dentures		
2. Hearing aids		
3. Medical equipment (example: CPAP)		
4. Bedding, linens, pillows		
5. Phone and charger		
6. Medications from home		
7. Toiletries		
8. Clothing and slippers		
9.		
10.		
11.		
12.		

MyChart.

Your health is important to you at all times — not just during office hours. MyChart is a free, online tool that empowers you to connect to your health around the clock — at home, on the road or at work. All patients will have immediate access to test results and providers' notes through the MyChart patient portal. Please allow your care team to review these with you.

Review your personal health information

- Review your medications, lab results, immunizations, allergies and medical history.
- Track your health by syncing data from personal fitness devices.

Access your family's records

- Link your family accounts to yours for convenient access.
- Schedule appointments.
- Get immunization reminders.

Request virtual care

- Schedule e-visits and video visits.
- Send photos to your care team.
- Complete your echeck-in.

Manage your healthcare

- Schedule or cancel appointments.
- Request medication refills.

Review health topics

- Get reliable information on health topics.
- See instructions from your provider.

Securely pay your Novant Health bills

Visit MyNovant.org to sign up for a MyChart account. Click on "Need to sign up or activate a MyChart account." You can also install the MyChart app on your mobile device. Search for "MyChart" in the app store or market, then select "Novant Health" before logging in.



Did you know?

There are more than
1,600,000
 Novant Health MyChart users.

MyChart Bedside.

MyChart Bedside empowers you to be more active in your care by viewing your health information at convenient times during your hospital stay. You can use MyChart Bedside to:

See what's in your medical chart

- Lab results
- Vital signs
- Doctor notes

Start a conversation

- Send messages to your care team.
- Request items to make your stay more comfortable.
- Fill out forms.
- Answer questionnaires.

Learn about your care

- Diagnosis
- Medications you are taking
- Lab results with reference information

Put names to faces

- Get to know your care team and their roles in your care.

Plan your day

- See your upcoming appointments.
- Let your care team know about events like family visits.
- Take notes, audio recordings and videos to review later in MyChart.

Tablets are available for patients to use to access MyChart Bedside in all Novant Health hospitals. The MyChart Bedside app can also be downloaded to your personal tablet. Ask your nursing team to help you get started.

Access to medical records.

Patients may request a copy of their medical records by contacting the medical records department or by submitting a request through MyChart. A signed request form must be completed by the patient or by the patient's legal decision-maker. The form may be mailed, faxed or picked up in the medical records department. The patient or family may be charged for copies of the medical record.



Your Privacy Rights.

Novant Health generally must obtain your authorization in order to use or disclose your protected health information (PHI). However, there are exceptions provided by the federal Health Information Portability and Accountability Act (HIPAA) and by state law that allow information about you to be used or disclosed without your authorization.

For general information about how and when your medical information may be used or disclosed in other Novant Health departments or clinics, please see the Novant Health Notice of Privacy Practices (NPP), which is available electronically at NovantHealth.org/privacy. You also may request a written copy from your healthcare provider.

How Novant Health can use and disclose PHI to provide treatment to you

We may use and disclose PHI about you without your authorization to:

- Provide healthcare treatment to you.
- Obtain payment for services.
- Conduct healthcare operations.

For example, we can use and share your medical information with others to provide and coordinate your care. We might share information from your visit or hospital stay with other providers who provide care to you.

We ask that you respect the privacy of others and not share any information you have learned about other patients while being treated at Novant Health.

For more information about your privacy rights, please see the Novant Health Notice of Privacy Practices, visit NovantHealth.org/privacy or contact the privacy office at 704-384-9829.

Photographing, recording and filming

Patients and visitors are not allowed to photograph, video or record on Novant Health premises without explicit permission from team members or clinical leaders.



Notes

I have questions for my provider.

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I have questions for my nurse.

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I have questions about my medication. What are the side effects? What is the purpose of my new medication?

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I have questions about a test result or procedure.

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I have a question for my discharge nurse before I go home.

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Are these items available to make my stay more comfortable?

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Other questions and/or comments.

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Notes

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