



Patient Rights & Responsibilities (including CHS Complaint & Grievance Procedure)

Rights of all CHS Patients:

- ***The right to have access to:***
 - Quality health care without being treated differently because of your race, color, national origin (protected under Title VI of the 1964 Civil Rights Act); or because of your sex, gender identity, sexual orientation, age, religion, ethnic background, disability, diagnosis, language, lifestyle, or ability to pay;
 - A safe & secure health care environment that is free from mistreatment by CHS employees, such as: neglect, abuse (including physical punishment), or exploitation
 - Health care in a timely manner and to be treated with respect and dignity;
 - Interpreter service when needed at no cost to you, including hearing/sign language and vision assistance, as needed;
 - Quality, evidenced-based care, in the least restrictive setting possible, and to be provided continuity of care from one service provider to another;
 - Confidentiality of your personal health and financial information in a way that follows state and federal laws;
 - Copies of your health record, when requested, as allowed by federal and state laws;
 - Information about your right to develop advanced directives, including a Declaration of Mental Health Treatment, and assistance with this process if needed.

- ***The right to be informed of and ask questions about:***
 - Cherokee Health Systems' (CHS') services, its providers, patient rights & responsibilities, and complaint procedure. This includes the right to a copy of this document, upon request;
 - Your care and all the different kinds of treatment that could work for you;
 - Risks, benefits, consequences of treatment or non-treatment;
 - Risks, benefits, and side effects of your medication or proposed medication.

- ***The right to:***
 - Participate in the development of your treatment plan and all decision-making about your health care;
 - Refuse a procedure or treatment;
 - Refuse to participate partially or fully in treatment or therapeutic activities (unless participation is ordered by the court);
 - Refuse the use of audio and/or visual recording/observation of your treatment unless your permission is given;
 - Ask for your health records to be corrected if they are wrong. If CHS disagrees with your request, you may include a written statement of your disagreement in your record.

- ***If receiving care at CHS Crisis Stabilization Unit, the right to:***
 - Be free from any form of restraint or seclusion used as a means of force, discipline, convenience, or retaliation;
 - Privacy and freedom to use bathrooms when needed;
 - Participate in cultural, educational, religious, community services, vocational, and/or recreational activities, if offered and/or appropriate.

Responsibilities of all Cherokee Health Systems (CHS) Patients:

- The responsibility to treat CHS providers, CHS staff, other patients, and visitors with respect and dignity. This includes not using inappropriate language such as threatening and/or abusive comments, racial/ethnic slurs, sexual harassment, and/or derogatory statements.
- The responsibility to respect the privacy of other patients. This includes video/audio recording or photography in CHS clinics without permission.
- The responsibility to meet your financial obligations (payment) or discuss with CHS any difficulties you are having paying for care you received.
- The responsibility to schedule appointments as recommended by the treatment plan for your condition.
- The responsibility to attend and be on time for scheduled appointments.
- The responsibility to call CHS, as soon as possible, if you are unable to keep your appointment. If possible, give CHS one-day notice so that your appointment time can be available for another patient.
- The responsibility to provide, to the best of your knowledge, accurate and complete health information to treatment staff.
- The responsibility to report to your health care provider any unexpected changes in your health care or health condition.
- The responsibility to try and learn about/understand your health problems and medications, as well as participate in treatment planning with your provider, and then follow instructions and guidelines for care, including labs.

- The responsibility to take medications as prescribed and not abuse, share, or sell any medications that CHS prescribes for you.
- The responsibility to ask questions if you don't understand something related to your care.
- The responsibility to inform your health care provider of any concerns, complaints, or issues you may have regarding your health care.

Complaint & Grievance Procedure:

Complaint:

- When a patient/guardian becomes dissatisfied or concerned about services, fees, interactions with staff, honoring of patient rights, or other difficulties, the patient/guardian should first discuss the matter with their provider or other CHS office staff member.
- This CHS employee then becomes responsible for taking appropriate steps to address the situation.
- *Most complaints can be easily and quickly resolved to the patient's/guardian's satisfaction through discussion with appropriate individuals in the clinic.*
- All CHS patients/guardians have the right to make a complaint with freedom from interference, coercion, discrimination, or retaliation.

Grievance:

- If the patient/guardian feels unable to discuss the matter with the treatment team or is dissatisfied with the response, the patient/guardian may make a formal grievance inquiry. CHS may require the patient to submit inquiries or appeals in writing, but when necessary, CHS staff will assist patients in the preparation of such a statement. Inquiries are given prompt attention by the manager of the CHS clinic.
- If dissatisfied with the response of the manager, the patient may request to discuss the grievance inquiry with the Administrative Director of the CHS clinic.
- If resolution does not occur at this level, the patient can request a grievance appeal, which will be reviewed by at least one of the following: Chief Clinical Officer, Chief Operations Officer, or a designated Clinical and/or Operations Director. The outcome of this review will be communicated to the patient/guardian.
- If resolution is still not achieved, the appeal will be reviewed by the Chief Executive Officer. Decisions by the Chief Executive Officer will be communicated to the patient/guardian and is final.

Patient Advocacy Services:

If a patient feels that they need outside help to deal with problems at Cherokee Health Systems, assistance may be available from the following agencies:

- TN Department of Mental Health & Substance Abuse Services (TDMHSAS) Helpline
800-560-5767; 615-532-6700; oca.tdmhsas@tn.gov
- TN Dept of Health Office of Patient Care & Advocacy
615-741-5879; 800-722-7901
- Tennessee Primary Care Association
800-343-3136
- Tennessee Justice Center
615-255-0331; www.tnjustice.org; info@tnjustice.org
- Disability Rights TN
800-342-1660; GetHelp@disabilityrightstn.org
www.disabilityrightstn.org
- For TennCare Members:
 - TennCare Solutions Unit 800-878-3192
 - TennCare Advocacy Program 800-758-1638