

- It is also your responsibility to use your medications safely.

Medication Safety



1. Bring a list of all of your medications to each appointment.
2. Know your medications:
 - Why you are taking them.
 - What they look like.
3. Tell your doctor all the medications you are taking including over the counter medications (such as Tylenol, aspirin, antacids, etc.) herbals (such as St. John's wart, glucosamine & chondroitin, etc.) and supplements (such as vitamins, calcium, fish oil, etc.).



4. If your medications look different, talk with your pharmacist or your nurse.
5. If you are given new medications, ask your provider for a list of your medications that includes your new medications.

Reporting Patient Care and Safety Concerns

As a patient, you and your family have the right and responsibility to help the Commanding Officer provide the best possible care to you by reporting your health care and safety concerns to our hospital staff.

Please tell your concerns to the Nurse or the Customer Relations Representative in your clinic or on the ward, your physician or the Chaplain. You may also contact our Customer Relations Officer at 1-850-505-6785 or call the Patient SAFELINE at 1-850-505-7233.

If your concerns or complaints are not promptly addressed, contact the Office of the Commanding Officer. We would like the opportunity to address your concerns first, but if you do not feel they have been adequately addressed, you have the right to contact The Joint Commission at 1-800-994-6610.



Patient Rights and Responsibilities



Naval Hospital Pensacola is committed to building an environment that fosters Patient and Family Centered Care. We believe that all of our patients should be involved with and knowledgeable about their own care. Your patient rights and responsibilities reflect this belief. When the patient is too young or does not have the capacity to make health care decisions for themselves, the rights and responsibilities apply to the family or to the guardian of the patient.

Patient Rights

You have the right to:

- **Quality care and treatment** including access to appropriate specialty care and pain management.
- **Refuse treatment** as permitted by law to include removal of life sustaining treatment.
- **Maintain an advanced directive** that informs us of your health care choices if you are too sick to express them yourself.
- **Considerate and respectful care** that maintains your personal dignity and does not discriminate. This includes your right to request an attendant of the same sex during your medical exam.
- **Privacy and confidentiality** of your medical records and your personal information to include your right to review, copy or amend your medical record.
- A **safe environment** where you receive care and treatment.



- **Know the identity and professional role** of the medical staff treating you. Additionally, you have the right to refuse treatment by providers in training.
- **Understand your diagnosis and treatment** to include expected outcomes and unanticipated events.
- **Be informed** prior to giving your consent for treatment to include the benefits of your care, the risks involved, and potential complications.
- **Refuse** to participate in **research**.
- Know what **patient support services** are available, including reasonable access to an interpreter, if needed.
- A **prompt and reasonable response** to requests and questions.
- Know the **hospital rules** and how they relate to your and your family.



Patient Responsibilities

You have the responsibility to:

- **Provide accurate and complete** information to your health care team.
- **Participate in your care** by:
 - ⇒ Being actively involved in decisions about your treatment.
 - ⇒ Complying with your care plan.
 - ⇒ Adopting a healthy lifestyle.
 - ⇒ Keeping your appointments and being on time.
 - ⇒ Maintaining your medication list.
- **Inform your health care provider** if you do not understand what you are being told.
- **Be respectful and considerate** of our staff and other patients to include following hospital rules and smoking only in designated areas.
- **Report concerns** about your care or safety to your provider, nurse or customer service representative.
- Promptly **return medical records** to the Outpatient Records Department.