



OUR COMMITMENT

Adults

As a patient at Charleston Area Medical Center, we believe you have certain rights which we will honor. You have the right:

- To considerate and respectful care. To be assured of equal treatment, without regard to age, race, color, national origin, religion, culture, language, disability, socioeconomic status, sex, sexual orientation, gender identity or expression or because a patient is covered by a program such as Medicaid or Medicare.
- To obtain complete information concerning your care in terms you can understand.
- If you have communication needs, language services and aids are available to you free of charge.

Si tiene necesidades de comunicación, los servicios de idiomas y las ayudas están disponibles sin cargo.

- To make decisions about your care after being given information about your health, the plan of care and alternatives.
- To refuse treatment and be free of inappropriate restraints.
- To make advance directives which will guide your care.
- To receive information regarding visitation.
- To expect that the hospital staff will reasonably respond to your need for comfort and pain relief.
- To have a family member or representative and your physician notified of your admission, upon your request.
- To have personal privacy.
- To confidentiality of your records and other communications.
- To receive information contained in your records, after providing a written release.
- To evaluation, service and/or referral as indicated by the urgency of your needs.
- To obtain information on hospital affiliations that might influence your care.
- To consent or decline participation in experimental treatments.
- To understand treatment options when hospital care is no longer appropriate.
- To examine and receive an explanation of your bill.

Children

Charleston Area Medical Center recognizes that because of their age and dependency, children have special needs. Children have the right:

- To be respected as individuals, without regard to age, race, color, national origin, religion, culture, language, disability, socioeconomic status, sex, sexual orientation, gender identity or expression or because a patient is covered by a program such as Medicaid or Medicare.
- To maintain parent-child relationships including 24-hour visitation unless it interferes with safety or recovery.
- To communicate with or visit siblings.
- To age-appropriate care.
- To reasonable responses to needs for comfort and pain relief.
- To continue supportive home patterns and routines.
- To consistent, supportive and nurturing care.
- To treatment in an atmosphere that supports developmental, ethnic or cultural needs.
- To receive care from professionals skilled in the care of children.
- To family assistance during hospitalization for issues such as finances, housing and coping needs.

We will strive to meet your needs and expectations. If we fail to meet a need, you may voice your concern to any staff member or call the help line at **(304) 388-9623** for immediate assistance. You may also notify our management staff with any concerns:

- General Hospital Vice President**(304) 388-6203**
- Women and Children's Hospital Vice President**(304) 388-2286**
- Memorial Hospital Vice President**(304) 388-5972**
- Outpatient Services Vice President**(304) 388-7784**

If a complaint is not resolved to your satisfaction, you may file a grievance with the Director of Patient Experience at **(304) 388-2005** or patientexperience@camc.org. You also always have the right to file your complaint with the WV Office of Health Facilities Licensure and Certification at **(304) 558-0050** and/or WV Medical Institute, Inc. (Medicare or Medicaid patient) at **(304) 346-9864**.

CAMC is accredited by Det Norske Veritas (DNV-GL) Healthcare. If your concerns cannot be resolved by our management staff, you can contact DNV-GL by email at hospitalcomplaint@dnvgl.com or by calling **1-866-523-6842**.

If patients or their representatives have questions or concerns regarding the communication assistance provided, they will be notified to contact the Department of Social Work during regular office hours at **(304) 388-6900**. On evenings and weekends, individuals may contact the social worker on-call at **(304) 590-6092** or **(304) 590-5693**.