



# Patient Guide



**FREE** – This copy is yours to keep



# Welcome to Duke Raleigh Hospital

Dear Patient,

Your health is our top priority, and we want you to have the best experience and the highest quality care. Being admitted to the hospital can be unsettling; we are here for you and we will work hard to meet your unique needs.

We also understand that navigating healthcare can be confusing, so we hope this guide will be a helpful resource to you while you heal. Please reach out to your care team, at any time, if you have questions or need assistance during your stay.

We are honored to care for you and your loved ones and look forward to serving you.

Sincerely,



A handwritten signature in blue ink that reads "Barbara Griffith". The signature is fluid and cursive.

Barbara Griffith, MD

President, Duke Raleigh Hospital



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## Helpful Tips for Visitors

- Amenities
- Campus map
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- Pharmacy
- Visiting hours and passes

**Duke Raleigh Hospital**  
3400 Wake Forest Road  
Raleigh, NC 27609  
919-954-3000  
[DukeHealth.org/Hospitals/Duke-Raleigh-Hospital](http://DukeHealth.org/Hospitals/Duke-Raleigh-Hospital)

## Our Mission

To improve health, advance knowledge, and inspire hope.

## Our Vision

To be the trusted leader in healthcare through outstanding quality, an unparalleled patient experience, innovative care delivery, and our commitment to the community.

## Our Core Value

Caring for our patients, their loved ones, and each other.

## Our Values

**Excellence:** We strive to achieve excellence in all that we do.

**Safety:** We hold each other accountable to constantly improve a culture that ensures the safety and welfare of all patients and staff.

**Integrity:** Our decisions, actions, and behaviors are based on honesty, trust, fairness, and the highest ethical standards.

**Diversity:** We embrace differences among people.

**Teamwork:** We have to depend on each other and work well together with mutual respect to achieve common goals.

# Our Commitment to Care

## Patient Satisfaction Matters to Us

How's your stay? Are you getting the care you need? Are your doctors and nurses listening and responding to your questions or requests? Our goal is to provide high quality care. Please speak with your nurse or nursing supervisor if you have any questions or concerns about your care. If your issue is not resolved, please contact Patient and Visitor Relations at 919-862-5848.

## After Your Stay

Once you leave our care, we may ask you to take a short survey about your stay called the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. We use this survey to understand what we are doing well, and where we can improve. Your feedback is invaluable to us.



# Making Your Stay Comfortable

To help make your stay as comfortable as possible, we provide a number of amenities. We hope you will enjoy these comforts. Please let us know how we can help you.

## Chaplain Services

We offer spiritual care, counseling and emotional support to our patients and their loved ones and visitors. Ask your healthcare team to help you arrange a visit from a chaplain or call 919-812-7972.

## Condition Help

Should there be a sudden downturn in your condition, you or your loved ones can call Condition Help (919-954-3111). This will bring a medical team to your bedside quickly to assess your condition.

## Dining

Room service is provided for your dining enjoyment as part of our commitment to excellent patient care. You will find a menu for room service located on your bedside table. Please order room service by calling 919-954-DINE (3463) between 7 a.m. - 7 p.m. Your nurse or the food service ambassador for your unit is available to help with ordering. You are also invited to order your meals in advance, to be delivered at the time you choose.

## Environmental Services (EVS)

You can expect a member of the housekeeping team to visit your room daily to empty trash, clean the bathroom, and clean the floors as needed. Linens are changed as needed by the nursing staff or by request.

## Hourly Rounding

Nursing team members will come to your room each hour during the day and every two hours overnight to ensure that all your needs are met. Please be sure to voice any needs or requests during these visits.

## Lost and Found

If you lose a personal item during your stay, tell your nurse immediately. They will check the Lost and Found on your behalf.

## My Duke Health

As a Duke Health patient, you can access your medical chart by logging on to MyDukeHealth.org or by using the My Duke Health app. If you need help setting up your account, please call 919-620-4555.



# Making Your Stay Comfortable

(Continued)

## Quiet Environment

We strive to promote healing by providing a quiet, restful environment. If you are experiencing unwanted noise, please tell a member of your care team. Eye masks and ear plugs are available by request. We also encourage you to:

- Ask visitors to speak softly
- Keep TV volume low, or use earbuds with your tablet or cellular device
- Request to have your room door kept closed
- Silence cell phones or set to vibrate

## Room Temperature

Patient rooms each have individual controls. If you need help adjusting the temperature in your room, please tell the staff.

## Special Assistance

If you or your visitor requires special assistance with communication needs, please notify your care team. Interpreter Services are available 24 hours a day, 7 days a week at Duke Raleigh Hospital.

## Telephones

Telephones are provided in all patient rooms. You can find the phone number for your room on the communication board.

## Television

A remote control is located on your tray table. A team member can assist you to locate the channel guide for your television.

## Toiletries

Complimentary toiletries, such as deodorant and a toothbrush, are available from your care team.

## Valuables (Including Medicines, Hearing Aids and Dentures)

Please understand that items in your room can not be safely secured, and the hospital is not responsible for valuables kept in your room. Please consider sending home any items that are not needed for your stay.

## Wi-Fi

Free access to Wi-Fi is available throughout the hospital. To log on, connect to the “guest” network. Once connected, open your browser and click the “connect” button at the bottom of the page.



# Helpful Tips for Visitors

Here is some helpful information for you and your visitors while you are at Duke Raleigh Hospital:

## ATM

For your convenience, an ATM is located in the lobby at the hospital's main entrance.

## Café

Our café is open 6:30 a.m. - 11 p.m. Monday-Friday and 7:30 a.m. - 7:30 p.m. on Saturday and Sunday, in the hospital's South Pavilion.

## Coffee Shop

Find coffee, tea, and other beverage and snack options on the first floor of the North Pavilion.

## Concierge Service

The Duke Concierge Service helps patients and their visitors arrange hotel reservations at reduced rates while visiting Duke Raleigh Hospital. Call 919-402-6668 for more information.

## Elevators

Please be aware that visitor elevators are accessible to visitors and patients between 8 a.m. - 9 p.m. They are locked between 9 p.m. - 8 a.m. During this period visitors can go down to the lobby level, but cannot go up to a patient unit without a staff escort.

## Gift Shop

The Guided Lily Gift Shop, located in the South Pavilion Lobby, has snacks, candy, gifts, flowers and magazines available for purchase. It is open Monday-Friday 9 a.m. - 4 p.m.

## Information Desk

The Information Desk at the South Pavilion lobby is staffed from 5 a.m. - 9 p.m. on weekdays and 8 a.m. - 9 p.m. on weekends.

Desk staff can give directions, provide temporary guest passes, and arrange campus transport.

## Mail and Flowers

Mail and flowers can be sent to the main hospital address at 3400 Wake Forest Road, Raleigh, NC 27609. Please include the patient's name and room number.

Please check with the patient's nurse before sending live flowers or plants.

## Outdoor Spaces

We offer two outdoor spaces for patients and visitors to enjoy. Our Duke Raleigh Hospital Gardens are near the Duke Cancer Center Raleigh. The South Pavilion courtyard and Tranquility Garden are just outside the café in our South Pavilion.



Scan this QR Code to learn more about all our amenities and to view our campus maps



# Helpful Tips for Visitors

(Continued)

## Parking

Free parking is available in the two parking decks located on either side of the main hospital.

## Pharmacy

The Plaza Pharmacy, located in the North Pavilion, is open Monday-Friday 9 a.m. - 4:30 p.m. You may reach the pharmacy by calling 919-954-3921.

## Room Service

Visitors are welcome to dine in the patient room through our Room Service program. Visitors may purchase meal tickets in the café or gift shop for \$5 per meal. Visitors can order meals along with the patient by calling 919-954-DINE (3463) or with your food service ambassador.

## Vending Machines

Vending machines are available 24 hours a day in the North Pavilion lobby, near the fish tank.

## Video Recording

Duke is committed to protecting the privacy of our patients and staff. If you choose to record video, please do so in private areas only. Do not record other patients, visitors, staff, hospital equipment, or medical records. You must stop recording when requested to do so by Duke staff.

## What We Ask

We ask that our patients and their visitors be respectful of other patients, families, and members of the healthcare team. For everyone's safety, we ask that all visitors comply with the following guidelines:

- Do not bring latex balloons inside the hospital.
- Do not smoke, vape, or use tobacco products on hospital property, including parking lots and sidewalks.
- Do not visit if you have a cold or flu-like symptoms.
- Keep noise to a minimum.
- Please check with the patient's nurse before bringing gifts of food, drink, live flowers, or plants.
- Wash your hands before and after visiting a patient.

## Visiting Hours and Visitor Passes

Visiting hours are 8 a.m. - 9 p.m. Overnight visitors who leave the hospital after 9 p.m. will not be readmitted until the next morning at 8 a.m.

Visitors will need a visitor pass from the information desk in order to enter the hospital. Visitors must get a new pass each day, and must turn in their pass when they leave the building.



# Understanding Your Visit to Duke Raleigh Hospital

## The Role of the Hospital in Your Healthcare Journey

The hospital is an important resource for our community. It is a place where people with the most serious and immediate needs can be cared for before leaving to continue their healthcare journey.

Many health issues are long-lasting, and will not be completely resolved during a hospital stay. Once your provider decides that you are ready, you will be discharged from the hospital to continue healing in the best place for you, with the guidance of your primary care provider.

## What Qualifies a Person to be Admitted?

When you arrive at the hospital, your medical provider will decide if the hospital is the best place for you to get care. The hospital serves patients who require medically necessary care that can only be provided in the hospital setting.

The hospital setting is not appropriate for patients who only require supervision or help with activities of daily living.

## What are Observation Status and Inpatient Status?

If you are classified as 'Inpatient,' you have a serious medical issue that needs highly skilled care and will require you to be in the hospital for more than a day.

If you are classified as 'Observation status,' your condition requires that you be monitored by skilled staff to determine if you need to stay in the hospital. It is possible to remain in Observation status for several days.

This classification is important to understand because, depending on your insurance, your out-of-pocket costs may be different when you are Observation status.



# Understanding Your Visit to Duke Raleigh Hospital

(Continued)

## What Are My Responsibilities as a Patient?

As an important member of the care team, patients are expected to fully participate in their care. This includes cooperating with medical and therapeutic treatments that have been agreed upon with the care team. Respectful behavior toward the staff is expected from all patients and their visitors.

## What Should I Know About the Discharge Planning Process?

Your provider will determine if the hospital setting is the best place to address your medical needs. Your provider will also determine when you are medically safe to discharge from the hospital. Discharge date and time are not dependent on:

- Availability of transportation
- Social limitations or availability of family support
- The presence of long-term medical issues that you had before you were admitted



Discharge planning begins at admission, and the discharge date is determined by when you are medically ready to leave. This date is flexible, and can change based on your condition. Our case management team will work with you to arrange safe transportation from the hospital when your medical team determines that your medical needs are met. We encourage you to include your family or support person(s) in your plans, to avoid any confusion at discharge time.

Just because you are ready to leave the hospital, you still may benefit from continuing your healthcare treatment in a different setting, such as your home, an outpatient clinic, or a rehabilitation setting. Your medical team will work with you to coordinate your discharge to the best setting when you no longer require hospitalization.

# Your Hospital Care Team

Throughout your stay, a team of healthcare professionals will help take care of all your personal and medical needs. Here is an overview of who you might see during your stay and how they can help.

**Attending Physician** - The quarterback of your medical team, responsible for coordinating your care. This may be a hospitalist or another type of specialist.

**Case Manager** - Helps coordinate your care during your stay, and ensures you have what you need to have a safe and successful discharge.

**Consulting Physician/Specialist** - Specializes in a certain area, such as an orthopedist or a cardiologist.

**Environmental Services (EVS)** - Members of the housekeeping team who ensure your hospital room remains clean and comfortable at all times.

**Food Service Ambassador** - A member of the Nutrition department who visits each unit to take food orders and deliver food trays.

**Hospitalist** - A provider who may coordinate the care provided by your team of nurses, specialists, surgeons, therapists, and other healthcare providers.

The hospitalist may be a physician, a physician assistant, or nurse practitioner who works under the supervision of a physician.

Your hospitalist reviews your test results and blood work and gathers input from your care team.

They will visit with you each day to update your plan of care. The time of that visit may change each day as they move throughout the hospital to check on other patients.

Your hospitalist is happy to provide regular updates about your condition, to one designated support person or family member if that is your preference.

**Nurse** - Available for you 24 hours a day and will assist in carrying out your medical needs. If you ever have any questions, concerns, or specific needs, please notify your nurse.

**Nursing Assistant** - Will assist your nurse in providing you the best care possible.

**Nurse Practitioner/Physician Assistant** - Works closely with physicians to help manage and coordinate your care.

**Resident/Fellow** - A doctor who has graduated from medical school and is getting specialized training under the supervision of an attending physician.

**Therapist** - A physical, occupational, respiratory and/or speech therapist may assist in your recovery.

**Transporter** - A staff member who will help move you around the hospital to different places as needed.



# Partnering for Your Safety

You are the most important member of your healthcare team. While at Duke Raleigh Hospital, we ask that you partner with us to keep you safe.

## Preventing Falls

Your medical team might determine that you are a high fall risk during your hospital stay due to your medical condition, equipment, or medicines. If this is the case, please always call for help to get up.

## Hand Washing

Hospital team members will always clean their hands prior to working with you. We encourage you to watch as your healthcare team members and visitors enter the room. Did they wash or gel their hands? If not, kindly ask if they could repeat the cleaning process.

We ask that your visitors clean their hands as well.

## Education

Your healthcare team will teach you about your condition, medicines, and procedures. Please ask questions if you do not understand. For general questions, we invite you to use the health education library on the [My.DukeHealth.org](http://My.DukeHealth.org) website.

## Calling Your Care Team

Use the call bell or pillow speaker to reach the care team by pushing the red button. The “Call Bell Response Times” poster in your room explains how long it may take someone to respond after you call. Keep your call bell and phone within reach at all times. Please remind the care team to place it where you can reach it.



The poster features a white Duke University logo in the top right corner. The main text is in white on an orange background. Below the main text, there is a list of behaviors that are not tolerated, followed by contact information for security concerns and the DukeHealth logo.

**Aggressive Behavior Will Not Be Tolerated**  
Respect Is Our Core Value

Aggressive behavior may result in removal from this facility and prosecution. This behavior includes:

- Failure to respond to staff instructions
- Gestures
- Physical assault
- Sexual language directed at others
- Verbal harassment, threats, or abusive language

For security concerns, call 919-954-3911 or contact local law enforcement.

 **DukeHealth**

Duke Raleigh Hospital is a weapons-free campus. All patients and visitors will be screened upon entering. Please leave all weapons or potentially harmful items in your vehicle. This includes guns, knives, pepper spray, etc.

# Partnering for Your Safety

(Continued)

## Rounds

### **Purposeful Rounding**

Nursing team members will come to your room each hour during the day and every two hours at night to check on you. This is called rounding. The checks will include asking about your pain, positioning, offering bathroom assistance, and helping you with anything you may need. Please make sure you let your nurse know of any needs or requests during the visit.

### **Medical Rounds**

The medical care team of providers will come to your room at least once during the day to hear how you did the night before and discuss the plan for that day.

You and your support person may also join rounds. This is a time to share changes you've seen and concerns you have, and ask questions.

The exact time your team rounds with you may change. Your nurse can tell you approximately what time the medical team may round so caregivers can join. If a caregiver wants to be a part of rounds but cannot be in the room or unit at certain times, please let your nurse know.

## Stay on Your Unit

Please stay on your unit or in your room to help make sure you get the care and treatments you need at the right time. This will also help make sure you are available to meet with care team members who come to speak with you (round).

### **Permission**

If you wish to leave your unit or floor for non-care related reasons, first ask your attending physician and primary care nurse. You will also need permission from your surrogate decision-maker, if applicable.

### **Responsibilities**

If you are granted permission to leave your unit or floor for non-care related reasons:

- Stay in the hospital building without passing through any security checkpoints.
- Return to your unit within one hour unless a different time period has been agreed on by you, your attending physician, your care nurse and your surrogate decision-maker, if applicable.
- You may be discharged against medical advice (AMA) from the hospital, lose your room or bed, and be required to report to the Emergency Room for evaluation and possible readmission if you return to the unit after the agreed-upon time.
- Provide your nurse with your cell phone number and answer all cell phone calls while off the unit in case there is a new clinical need for you to return to the unit.
- A nurse will remove all medical devices (IV capped, PCA, telemetry).
- You must check in with your nurse upon return to the unit.

# Important Information for Your Stay With Us



## Phone Numbers

- Billing Information - 1-800-782-6945
- Environmental Services (Housekeeping) - 919-954-3730
- Health Information Management - 919-684-1700
- Hospital Operator - 919-954-3000
- Pastoral Care or Chaplain - 919-812-7972
- Patient and Visitor Relations - 919-862-5848
- Public Safety - 919-954-3911
- Room Service - 919-954-3463



**Visiting Hours** - Find everything you need to know about visiting or contacting a patient in Duke Raleigh Hospital's North Pavilion and South Pavilion.



**Campus Map** - Download a map and directory of the Duke Raleigh Hospital campus.



# Questions for My Care Team



## Calling Your Care Team

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Please use this page to write any information you need to know about your care. Feel free to ask us whenever you have questions. A few suggested questions to ask your care provider(s) are below.

What should I know about my care?

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What new medicines am I taking and what are they for?

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What side effects should I be aware of?

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When am I leaving the hospital?

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What top three things do I need to remember when I leave the hospital (when I am discharged)?

1. 

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2. 

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3. 

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# Rights & Responsibilities



## You Have the Right to the Best Care

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Duke Health includes Duke University Health System, Duke University Affiliated Physicians or Duke Primary Care, and Duke Health Integrated Practice, Inc. We view healthcare as a partnership between you and your care provider. We respect your rights, values, and dignity. Patients will receive safe, high-quality medical care regardless of an individual's race, color, national origin, religion, gender, age, sexual orientation, gender identity or expression, genetic information, veteran status, or disability. We ask that you recognize the responsibilities that come with being a patient, both for your own well-being and that of fellow patients and caregivers. Please read and exercise these rights and responsibilities as outlined below.

### Patient Rights

**You have the right** to safe, high-quality medical care, without discrimination, that is compassionate and respects personal dignity, values, and beliefs.

**You have the right** to participate in and make decisions about your care and pain management, including refusing care to the extent permitted by law. Your care provider (such as your doctor or nurse) will explain the medical consequences of refusing recommended treatment.

**You have the right** to have your illness, treatment, pain, alternatives, and outcomes explained in a manner you can understand. You have the right to interpretation services, if needed.

**You have the right** to know the name and role of your care providers. At your request, you have a right to a second opinion.

**You have the right** to request that a family member, friend or physician be notified that you are under the care of this facility.



# Rights & Responsibilities

(Continued)

**You have the right** to receive the visitors whom you designate, including, but not limited to, your spouse, a domestic partner (including a same-sex partner), another family member, or a friend. You also have the right to withdraw or deny your consent to their visitation at any time. In the event you are unable to designate who can visit, the person you have designated as your “support person” can make that designation. Hospital visitation will not be limited or denied based on race, color, national origin, disability, religion, sex, sexual orientation, or gender identity or expression. However, it may become clinically or otherwise reasonably necessary for a patient’s care, safety, or well-being to impose restrictions on visitation.

Reasons to limit visitation, if deemed necessary, may include, but are not limited to:

- Disruptive, threatening, or violent behavior by a visitor of any kind
- Infection control issues
- Minimum age requirements for child visitors
- Need for limitation on the number of visitors in particular space or during specific time period
- Patient or others in room need privacy or rest
- Visitation limitation protocols for substance abuse or mental health treatment of patient
- Visitation may interfere with patient care
- Visitation may interfere with the care of other patients

**You have the right** to be informed about transfers to another facility or organization and be provided a complete explanation, including alternatives to a transfer.

**You have the right** to receive information about continuing your healthcare at the end of your visit. You have the right to know the policies that affect your care and treatment.

**You have the right** to private and confidential treatments, communications, and medical records to the extent permitted by law.

**You have the right** to receive information concerning your advance directives (living will, healthcare power of attorney, or mental health advance directives), and to have your advance directives respected to the extent permitted by law.

**You have the right** to access your medical records in a reasonable timeframe, to the extent permitted by law.

**You have the right** to be informed of charges and receive counseling on the availability of known financial resources for healthcare.

**You have the right** to be free from restraints that are not medically required or are used inappropriately.

**You have the right** to access advocacy or protective service agencies and a right to be free from abuse.

**You have the right** to participate in research or decline to participate in research. You may decline at any time without compromising your access to care, treatment, and services.

# Rights & Responsibilities

(Continued)

**You have the right** to have your compliments, concerns and complaints addressed. Should you or your designated guardian, advocate, support person or representative feel at any time that your rights as a patient have been violated or you wish to share a compliment, concern or complaint, please call the number below at the facility where you are a patient. Sharing your concerns and complaints will not compromise your access to care, treatment, and services.

## **Duke Health Patient and Visitor Relations**

919-681-2020, option 3

## **NC Department of Health Regulation**

919-855-4500

2711 Mail Service Center, Raleigh, NC 27699

Mental Health Branch: 919-855-3795

## **The Joint Commission Office of Quality Monitoring**

1-800-994-6610

JointCommission.org, then click “Report patient safety event”

## **Patient Responsibilities**

**You are responsible for** providing as much information as possible about your health, medical history, and insurance benefits.

**You are responsible for** asking the care provider for clarification when you do not understand medical words or instructions about your plan of care.

**You are responsible for** following your plan of care. If you are unable/unwilling to follow the plan of care, you are responsible for telling your care provider. Your care provider will explain the medical consequences of not following the recommended treatment. You are responsible for the outcomes of not following your plan of care.

**You are responsible for** following the facility’s rules and regulations.

**You are responsible for** acting in a manner that is respectful of other patients, staff, and facility property.

**You are responsible for** meeting your financial obligation to the facility.

# Notice of Nondiscrimination

Duke University Health System, and any duly authorized affiliates and subsidiaries (collectively “Duke Health”) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity or expression.

Duke Health does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, sexual orientation, gender identity or expression. Duke Health:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

## If you need these services, contact Patient and Visitor Relations at 919-681-2020 (option 3)

If you believe that Duke Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity or expression, you can file a grievance with:

Patient Visitor Relations  
Box 2968 DUMC  
Durham, NC 27710  
Phone: 919-681-2020 (option 3)  
Fax: 919-684-8296  
[PatientVisitorRelations@dm.duke.edu](mailto:PatientVisitorRelations@dm.duke.edu)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Patient and Visitor Relations is available to help you.

## You can also file a civil rights complaint with:

U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail:

U.S. Department of Health and Human Services  
200 Independence Avenue  
SW Room 509F, HHH Building  
Washington, D.C. 20201  
Phone: 1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at:  
<http://www.hhs.gov/ocr/office/file/index.html>

**Attention:** Language assistance services, free of charge, are available to you. Call 919-681-3007 or notify a member of your care team.

## American Sign Language



Point to your language. An interpreter will be called.  
The interpreter is provided at no cost to you.

## Arabic

العربية

اشر الى لغتك. وسيتم الاتصال بمترجم.  
نقدم خدمة المترجم مجاناً لك.

## Bengali

বাংলা

আপনার ভাষার দিকে নির্দেশ করুন। একজন দ্বাভাষীকে ডাকা হবে। দ্বাভাষী আপনি নিখরচায় পাবেন।

## Burmese

မန္တလေး

သင့်ဘာသာစကားကိုညွှန်ပြပါ။ စကားပြန်ခေါ်ပေးပါမယ်။ သင့်အတွက်စကားပြန်အခမဲ့ပေးပါမယ်။

## Cantonese

廣東話

請指認您的語言，以便為  
您提供免費的口譯服務

## Farsi

فارسی

زبان مورد نظر خود را مشخص کنید. یک مترجم برای شما درخواست خواهد شد. مترجم بصورت رایگان در اختیار شما قرار می گیرد.

## French

Français

Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.

## Haitian Creole

Kreyòl

Lonje dwèt ou sou lang ou pale a epi n ap rele yon entèprèt pou ou. Nou ba ou sèvis entèprèt la gratis.

## Hindi

हिंदी

अपनी भाषा को इंगित करें। जिसके अनुसार आपके लिए दुभाषिया बुलाया जाएगा। आपके लिए दुभाषिया की निशुल्क व्यवस्था की जाती है।

## Hmong

Hmoob

Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus.  
Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.

## Italian

Italiano

Indicare la propria lingua. Un interprete sarà chiamato.  
Il servizio è gratuito.

## Japanese

日本語

あなたの話す言語を指してください。無料で通訳サービスを提供します。

## Korean

한국어

귀하께서 사용하는 언어를 지정하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.

## Mandarin

普通话

请指认您的语言 以便为  
您提供免费的口译服务。

## Nepali

नेपाली

आफ्नो भाषातर्फ आँल्याउनुहोस्। एक दोभाषेलाई बोलाइनेछ। तपाईंको कुनै खर्च बिना, एकजना दोभाषे उपलब्ध गराइनेछ।

## Polish

Polski

Proszę wskazać swój język i wezwijemy tłumacza. Usługa ta zapewniana jest bezpłatnie.

## Portuguese

Português

Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.

## Punjabi

ਪੰਜਾਬੀ

ਆਪਣੀ ਭਾਸ਼ਾ ਵੱਲ ਇਸ਼ਾਰਾ ਕਰੋ। ਜਿਸ ਮੁਤਾਬਕ ਇਕ ਦੁਭਾਸ਼ੀਆ ਬੁਲਾਇਆ ਜਾਵੇਗਾ। ਤੁਹਾਡੇ ਲਈ ਦੁਭਾਸ਼ੀਆ ਦਾ ਮੁਫਤ ਇੰਤਜ਼ਾਮ ਕੀਤਾ ਜਾਂਦਾ ਹੈ।

## Romanian

Română

Indicați limba pe care o vorbiți. Vi se va face legătura cu un interpret care vă este asigurat gratuit.

## Russian

Русский

Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.

## Somali

Af-Soomaali

Farta ku fiiqluqadaada... Waxa laguugu yeeri doonaa turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.

## Spanish

Español

Señale su idioma y llamaremos a un intérprete.  
El servicio es gratuito.

## Tagalog

Tagalog

Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.

## Vietnamese

Tiếng Việt

Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.

# Privacy and Health Information

You have privacy rights under a federal law that protect your health information. This law sets rules and limits on who can access your health information.

## Who must follow this law?

- Most doctors, nurses, pharmacies, hospitals, nursing homes, and other healthcare providers and their vendors
- Health insurance companies, HMOs, and most employer group health plans
- Certain government programs that pay for healthcare, such as Medicare and Medicaid

## What information is protected?

- Billing information about you at your clinic
- Conversations your doctor has with nurses and others regarding your care
- Information about you in your health insurer's computer system
- Information put in your medical records
- Most other health information about you held by those who must follow this law

## What rights do you have over your health information?

### Providers and health insurers must comply with your right to:

- Ask to see and get a copy of your health records
- Decide if you want to give your permission to share your information
- File a complaint
- Get a report on when and why your health information was shared for certain purposes
- Have corrections added to your health information
- Receive a notice that tells you how your health information may be used and shared
- Request that those who must follow this law restrict how they use or disclose your health information



## Right to Complain

If you believe your health information was used or shared in a way that is not allowed under the privacy law, or if you weren't able to exercise your rights, you can file a complaint with your provider or health insurer. You can also file a complaint with the U.S. government. Go online to [OCR Home | HHS.gov](https://www.hhs.gov/ocr/home) for more information.

A separate law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, go online to [SAMHSA.gov](https://www.samhsa.gov).

# Privacy and Health Information

(Continued)

## What are the rules and limits on who can see and receive your health information?

To make sure that your health information is protected in a way that doesn't interfere with your healthcare, your information can be used and shared:

- For your treatment and care coordination
- To pay doctors and hospitals for your healthcare and help run their businesses
- With your family, friends, or others you identify who are involved with your healthcare or your healthcare bills, unless you object
- To make sure doctors give good care and nursing homes are clean and safe
- To protect the public's health, such as by reporting when the flu is in your area
- To make required reports to the police, such as reporting gunshot wounds

## Without your written permission, your provider cannot:

- Give your health information to your employer
- Use or share your health information for marketing or advertising purposes
- Share private notes about mental health counseling sessions

**Read all consent forms carefully and pay attention to the details before signing.**

To read a copy of your privacy rights, go to [DukeHealth.org/Privacy](https://dukehealth.org/Privacy). To receive a paper copy of these rights, contact Patient and Visitor Relations at 919-862-5848.

### Patient Password

Patients may create a password when they are admitted. Family members, legal representatives (i.e., power of attorney), next of kin, visitors, and/or other callers will need to provide this password to receive information about the patient's care, including any protected health information (PHI).





**Duke** Raleigh Hospital