Welcome to Tanner

Tanner Health System is a nonprofit regional healthcare provider serving an eleven-county area of west Georgia and east Alabama. Tanner operates four regional hospitals and an inpatient behavioral health facility. Tanner also operates Tanner Medical Group, one of metro Atlanta’s largest multi-specialty physician groups, offering a wide range of medical specialties.

Tanner’s continuum of care includes state-of-the-art cancer care, a leading cardiac program, revolutionary critical care services, innovative medical imaging, 24-hour emergency care, inpatient and outpatient surgical services, progressive behavioral health services, modern maternity services and more. With a medical staff of more than 300 physicians representing 34 specialties, Tanner provides patients with a complete continuum of care and exceptional service.

Patient Rights and Responsibilities

Your Guide to Patient Rights and Responsibilities

Effective Oct. 15, 2018

Each patient is responsible for:

- Providing all accurate and complete information, including reports of pain
- Communicating any questions or concerns regarding their care
- Following the recommended plan of care or treatment
- Accepting responsibility for medical consequences resulting from refusal or non-compliance with plan of care or treatment
- Keeping appointments arranged for their continuing care
- Showing respect and consideration of the rights of other patients and facility personnel
- Assuring fulfillment of financial obligations resulting from their care
- Following facility rules and regulations

Privacy

At Tanner, we take the privacy of our patients, their loved ones and our staff seriously. We ask that you refrain from any photography or videotaping. Thank you for understanding.
Patients have the right to:
- Receive ethical behavior in their care.
- Be free from discrimination based on age, race, sex, sexual orientation and gender identity, sexual preference or identity, disability, national origin, ethnicity, religion, or mental disability, socioeconomic status, or any other characteristic.
- Have end-of-life decisions/wishes addressed.
- Be informed of the identity of physicians, nurses, and others responsible for the delivery of their care.
- Be free from seclusion and restraints that are not medically necessary or used as a means of coercion, discipline, convenience or retaliation by staff.
- Have access to care, protective services, advocacy, religious and spiritual services.
- Have effective communication.
- Be made aware of the complaint resolution process.
- Receive information in a manner they can understand, including a Notice of Privacy Practices.
- Have their family member or representative notified of their hospital admission and request restrictions/limitations on disclosures, including the hospital directory.
- Receive visitors as designated by the patient.
- Be made aware of the complaint resolution process, including whom to contact, and have family and patient complaints addressed and reviewed by the hospital.
- Have personal privacy, confidentiality, security and privacy of individually identifiable health information.
- Have an environment with respect, dignity, comfort, consideration and integrity of decisions based on identified assessed healthcare needs of the patient, contributing to a positive self-image.
- Receive respect and protection during research, investigation and clinical trials involving human subjects.
- Request amendments, receive an accounting of disclosures, receive notice of a breach of unsecured protected health information (PHI) and have easy access to inspect/copy their medical records within a reasonable timeframe.
- Be informed of policies and procedures that relate to patient care, including organ and tissue procurement and donation.
- Receive an explanation of charges and notice of non-coverage.
- Restrict disclosures of PHI to insurance companies where the patient has paid in full for services.
- Have hospital conflicts of interest addressed.
- Be free from coercion, discipline, convenience or retaliation by staff.
- Have end-of-life decisions/wishes addressed and have comfort and dignity optimized.