



PATIENT RIGHTS & RESPONSIBILITIES

As a patient at West Cancer Center and Research Institute, we want you to understand your rights and responsibilities early in your care. These include being treated with respect, helping make decisions about your care, keeping your health information private, and choosing who can visit you or be part of your care.

Patient Rights:

Privacy and Visitation

- Be treated with respect and dignity, including having a chaperone during sensitive exams if you want one
- Have your privacy protected
- Keep your medical records private and confidential
- Give permission before photos, videos, or recordings are made for reasons not related to your care
- Have a support person with you during visits, unless it affects safety or others' rights

Safety

- Be free from all forms of abuse or harassment
- Get help from protection or advocacy services if needed

Cultural and Spiritual Respect

- Have your cultural, spiritual, and personal beliefs respected
- Access pastoral care or other spiritual services

Access to Quality Care

- Receive care regardless of age, race, background, language, income, religion, disability, sex, sexual orientation, or gender identity
- Ask for a different provider or a second opinion
- Understand your diagnosis, treatment options, and expected outcomes, and talk about them with your doctor before agreeing to care

Access to Information

- View your medical records and know who has seen them
- Ask questions about your records and request corrections
- Have your end-of-life wishes followed (advance directives) and get help creating them
- Know the names and roles of your care team
- Get information about the cost of your care, regardless of insurance or ability to pay
- Be involved in decisions about your care and have your questions answered
- Refuse care and be told what may happen if you do
- Be told if any part of your care is experimental or part of research, including risks, benefits, and other options
- Get help with ethical concerns
- Be told about unexpected problems or outcomes in your care

Concerns, Complaints, and Grievances

- Share concerns about your care without fear it will affect your treatment
- Report concerns or complaints to a patient advocate or staff member
- Email complaints to: privacyofficer@westclinic.com



- If your concern is not resolved, you may contact:

Tennessee Department of Healthcare Facilities:

(877) 287-0010

TNCARE Solutions:

English: (800) 878-3192

Spanish: (800) 254-7568

TDD: (800) 772-7647

Address: P.O. Box 593, Nashville, TN 37202-0593

Patient Responsibilities

Share Important Information

- Give complete and accurate details about your health
- Provide written health information when asked
- Tell staff about changes in your condition, including pain
- Report safety concerns right away
- Speak up if you are unhappy with your care

Ask Questions and Follow Instructions

- Ask questions about your care and treatment
- Let us know if you do not understand your care plan
- Tell your doctor if you cannot follow your treatment plan
- Make and keep appointments, or call ahead if you need to cancel

Financial Responsibilities

- Make payment arrangements for your care in a timely way

Follow Rules

- Follow West Cancer Center rules and policies
- Take an active role in your care plan
- Safely store personal items like dentures, glasses, or hearing aids
- Follow the no-smoking policy (tobacco-free environment)

Show Respect and Consideration

- Be respectful and cooperative with patients, visitors, and staff
- Respect others' privacy and property
- Do not take photos or record audio or video of others on any device (such as phones or smart glasses) without permission
- Do not use speakerphones in waiting rooms or other public areas
- Speak and act respectfully—discrimination, threats, or harmful behavior are not allowed and may lead to dismissal

***All West Cancer Center sites are weapon free campuses, including guns, tasers, knives etc.**

Effective 8/1/2026