Important Phone Numbers

To call a DSN number from a commercial phone, dial 05033– last 6 digits

Central Appointments: 737-2273
Patient Representatives: 737-1125/26
Patient Representative Outlying Clinics: 737-5676
Managed Care Division: (for TRICARE concerns) 737-1433

Updated September 6, 2016 by the Patient Representative, 737-1125/26
Rights

As a patient at Brian Allgood Army Community Hospital, you have the right to:

- Medical care and to be informed about the care you will receive.
- Seek a second opinion concerning any aspects of your treatment.
- Receive information about your care in your preferred language.
- Receive information in a manner that meets your needs, if you have vision, speech, hearing, or mental impairments.
- Make decisions about your care.
- Know the names of the caregivers who treat you.
- Safe care in a safe environment.
- Refuse treatment.
- Have your pain addressed.
- Care that is free from discrimination.
- Know if something goes wrong with your care.
- Receive a list of all your current medications.
- Be treated with courtesy and respect.
- Have a personal representative, also called an advocate, with you during your care. Your advocate is a family member or friend of your choice.

Responsibilities

As a patient at Brian Allgood Army Community Hospital, your responsibilities include:

- Provide correct and complete information regarding matters related to health history and present condition.
- Report unexpected changes in your condition to your healthcare provider.
- Be a partner in your health care plan and ask questions when you don’t understand.
- Report whether you have a clear understanding of your treatment plan and what is expected from you.
- Follow the treatment plan recommended by your healthcare provider.
- Take responsibility for any outcomes if you refuse treatment or if you do not follow your healthcare provider’s instructions.
- Take responsibility for any charges incurred during your stay at this facility.
- Provide childcare for your ‘non-patient’ children while receiving services at the hospital.
- Be considerate of the rights and property of other patients and the hospital staff.

If you have a compliment, suggestion, problem or complaint, please tell the clinic leadership of that clinic or contact the Patient Representatives at 737-1125 or 737-1126.

If your concerns cannot be resolved through BAACH, you are encouraged to contact the Joint Commission to report a patient safety event/concern or register a complaint via email: patientsafetyreport@jointcommission.org.