

Effective December 1, 2020

## PATIENT RIGHTS

### Receiving Care—The patient has the right to:

- ◆ Have access to and receive care on a non-discriminatory basis without regard to race, color, creed, religion, sex, national origin, disability, gender identity, sexual orientation, ethnicity, age, handicap, sources of payment for care or any other classification prohibited by law.
- ◆ Receive quality health care in a manner that respects personal privacy and dignity and promotes safety.
- ◆ Be involved in all aspects of care and participate in the development, implementation and revision of inpatient, outpatient, discharge and pain management plan of care, including the right to request or refuse treatment, to the extent permitted by law.
- ◆ Receive information concerning his or her condition and proposed treatment and make informed decisions regarding his/ her care.
- ◆ Formulate advance directives and appoint a representative to make health care decisions on the patient's behalf consistent with law.
- ◆ Expect that his/her advance directives regarding end-of-life decisions will be honored. If advance directives are not available, emergency lifesaving treatment will be provided until the patient's wishes are known.
- ◆ Be treated with discretion and sensitivity regarding values and beliefs of self and family surrounding tissue/organ donation.
- ◆ Receive support regarding religious and spiritual practices.
- ◆ Have his/her pain treated as effectively as possible, which includes appropriate assessment and management of pain in a timely response to reports of pain.
- ◆ Be informed of and accept or refuse any research or trial treatments used in care.
- ◆ Have the patient's doctor and a family member or another person the patient chooses be notified when the patient is admitted to the hospital.
- ◆ Obtain information in a way that he/she understands. The hospital will provide interpreters and translation, if needed, and will help with vision, speech or hearing problems.

### Charges and Bills — The patient has the right to:

- ◆ Ask for and receive an itemized bill.
- ◆ Receive an explanation of his/her bill for healthcare services, including the itemized charges for and explanation of the specific services provided.
- ◆ Ask for and receive an application for financial assistance.
- ◆ Identity of Care Givers and Continuity of Care— The patient has the right to:
- ◆ Know the name and professional status of any person providing his/her care/services and his/her relationship to the hospital.
- ◆ Know which physician is responsible for coordinating his/her care.
- ◆ Know the relationships of the hospital to other persons or organizations participating in his/her care.
- ◆ Know reasons for transfer either within or outside the hospital.

### Privacy and Confidentiality—The patient has the right, within the law, to:

- ◆ Personal privacy and to refuse to talk with or see anyone not officially connected with the hospital or his/her care, or persons officially connected with the hospital but not directly involved in his/her care.
- ◆ Be interviewed or examined in surroundings designed to ensure reasonable visual and auditory privacy and modesty.
- ◆ Expect all communications and care records, including source of payment for treatment, to be treated as confidential except as otherwise provided by law.
- ◆ Request a transfer to another room if another patient or visitor is unreasonably disturbing.
- ◆ Request and receive a copy of his/her medical records consistent with applicable laws.

### Personal Safety and Comfort—The patient has the right to:

- ◆ Receive care in a safe setting and to expect reasonable safety insofar as hospital practices and environment are concerned.
- ◆ Be free from all forms of abuse or harassment.
- ◆ Be free from restraint or seclusion of any form. (Restraint or seclusion may be imposed only to ensure immediate physical safety of the patient, a staff member or others and must be discontinued at the earliest time possible.)
- ◆ Receive help if you are identified as a possible victim of abuse or neglect, which includes child or adult protective services.

### Communication and Visitation—The patient has the right to:

- ◆ Be informed (or have support person informed, where appropriate) of his/her visitation rights, including any clinical restriction or limitation on such rights.
- ◆ Receive the visitors the patient designates, including a spouse, domestic partner (including same-sex domestic partner), another family member or a friend and to withdraw or deny consent to receive visitors at any time.
- ◆ Have no restrictions, limitations or otherwise denials of visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability.
- ◆ Be assured that all visitors enjoy full and equal visitation privileges consistent with patient preferences.

## PATIENT RESPONSIBILITIES

### A patient or his/her representative are expected to:

- ◆ Provide accurate and complete personal and health information needed to provide appropriate care. Provide an advance directive if he/she wants it to apply.
- ◆ Participate in making health care decisions and ask questions of a doctor or other care giver about diagnosis or treatment and management of pain. Follow the doctor's orders and plan of care, continue recommended treatment, notify the doctor of changes in condition, and accept outcomes if he/she chooses to not follow the recommended plan of care.
- ◆ Tell the doctor or other care giver if he/she wants to transfer to another care provider or facility.
- ◆ Be respectful of others dignity, privacy and safety.
- ◆ Follow rules for NO SMOKING and PROHIBITION OF WEAPONS ON THE PREMISES.
- ◆ Provide complete and accurate information for insurance claims and work with billing offices for paying bills on time.

## CONTACTS FOR DISCUSSING CONCERNS

- ◆ Each patient has the right to receive a prompt and courteous response to complaints and have the complaints resolved timely.
- ◆ If a patient has a complaint that cannot be resolved by the staff providing the patient's care, please contact [Insert number of grievance officer]. A complaint may also be submitted by mail to: Insert Contact Information of individual to whom complaint should be sent
- ◆ A patient may also contact Illinois Department of Public Health regarding a complaint:
- ◆ Illinois Department of Public Health  
 Online: [www.dph.illinois.gov](http://www.dph.illinois.gov)  
 Phone: 1-800-252-4343  
 TTY: 1-800-547-0466  
 Fax: 217-524-8885  
**Mail:** Illinois Department of Public Health  
 Office of Health Care Regulation  
 Central Complaint Registry  
 525 W. Jefferson Street, Ground Floor  
 Springfield, IL 62761