Patient Rights

1. You have the right to participate in the development and implementation of your plan of care.
2. You or your representative has the right to make informed decisions regarding your care, and to be informed of your health status, and to be involved in care planning and treatment, including being able to request or refuse treatment, though this should not be used as a means to demand that medically unnecessary or inappropriate treatment be provided.
3. You have the right to formulate advance directives regarding decisions at the end of life in accordance with Federal and State Patient Self-Determination Act(s), and to have hospital staff and practitioners who provide care in the hospital comply with these directives, in accordance with CMS §489.100, .102, .104, and .13 (b)(3).
4. You have the right to have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.
5. You have the right to personal privacy.
6. You have the right to receive care in a safe setting.
7. You have the right to be free from all forms of abuse or harassment.
8. You have the right to the confidentiality of your clinical records.
9. You have the right to access information contained in your clinical records within a reasonable time frame. The hospital must not frustrate the legitimate efforts of individuals to gain access to their own medical records and must actively seek to meet these requests as quickly as its record keeping system permits.
10. You have the right to be fully informed of and to consent or refuse to participate in any unusual, experimental or research project without compromising your access to services.
11. You have the right to know the professional status of any person providing care or services.
12. You have the right to know the reason for any proposed change in the professional staff responsible for your care.
13. You have the right to know the reasons for your transfer either within or outside the facility.
14. You have the right to know the relationship(s) of the facility to other persons or organizations participating in the provision of your care.
15. You have the right to access the cost, itemized when possible, of services rendered within a reasonable period of time.
16. You have the right to be informed of the source of the facility’s reimbursement for your services, and of any limitations which may be place upon your care.
17. You have the right to be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
18. You have the right to have pain treated as effectively as possible.
19. Your family or representative has the right to consent for the donation of organs or tissues.
20. You have a right to present a concern or complaint regarding the quality of your care. To do so, call your nurse or the nurse manager for your unit or department. You may also dial “0” and ask the operator to connect you to the nursing supervisor. If you do not wish to present your complaint to anyone within the hospital, you may contact the IDPH at 800-252-4343.