

# Patient Rights and Responsibilities

Elmhurst Hospital respects the following rights and responsibilities of its patients and is committed to providing these rights to every patient.

## As a Patient You Have the Right to:

- Receive information about your care, treatment, and services in a language or manner that you or your representative can understand.
- Access to care, treatment, and services that are available and medically indicated, regardless of race, creed, sex, sexual preference, gender identity and/or preference, religious preference, national origin, disability, veteran status, sources of payment for care or any other basis prohibited by federal, state, or local law.
- Have a family member or other individual and your physician promptly notified if you are admitted to the hospital.
- Designate an individual to serve as your representative in making decisions concerning your care.
- Designate visitor(s)/support person(s) unless the person(s) presence infringes on others' rights, safety or is medically contraindicated (including a spouse, a domestic or same-sex domestic partner, parent, another family member or a friend). You also have the right to stop or change your choice at any time. This may be someone other than your surrogate decision-maker or legally authorized representative.
- Formulate advance directives (Living Will, Durable Medical Power of Attorney, or Mental Health Care Advance Directive) for the purpose of guiding decisions concerning your healthcare. The hospital will provide you this information upon request. The provision of care will not be conditioned on whether or not you have an advance directive.
- Be free from neglect, exploitation, and verbal, mental, physical, and sexual abuse or harassment.
- Receive care, treatment, and services in a safe setting.
- Knowledge of the name and receive information about the physician and other practitioners who are primarily responsible for providing you with care, treatment, and services.
- An environment that preserves personal privacy, dignity and comfort, and contributes to a positive self-image.
- Be free from restraint or seclusion of any form used as a means of coercion, discipline, convenience, or retaliation.
- Respect for your personal values and beliefs, and to exercise your cultural and spiritual beliefs in a manner that does not interfere with the care, treatment, and services of you and other patients.
- Appropriate assessment and management of pain.
- Privacy concerning your medical care and to expect that communications and records pertaining to your care, treatment, and services will be treated as confidential.
- Communication with the physician responsible for your care and to receive information concerning diagnosis, nature and extent of your medical problem.
- Informed consent regarding:
  - Nature and purpose of a procedure that is to be performed
  - Who will perform the procedure
  - Medically significant risks and benefits of the procedure
  - Reasonable alternatives and their risks and benefits
  - Use of recordings, films, or other images for purposes other than for care, treatment, and services
- Withhold consent or request or refuse care, treatment, and services.
- Participate in or make decisions about your plan of care prior to and during the course of your care, treatment, and services.
- Information about the outcome of your care, treatment, and services.
- Be informed about the unanticipated outcomes of care, treatment, and services.
- Review your record within a reasonable time frame and have the information explained or interpreted as necessary, except when restricted by law and regulation.
- Decide whether to participate in research, investigation, or clinical trial projects after receiving a full explanation.
- Access protective and advocacy services (guardianship or advocacy services, conservatorship or child/adult protective services).
- Request and receive an itemized copy and/or explanation of your charges.

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- Know if your request for care, treatment, and services cannot be reasonably provided by the hospital. If you request to be transferred to another facility, you have the right to receive information and an explanation concerning the need for and alternatives to such a transfer. If it is medically safe to transfer you, and the facility to which you have requested has accepted you, the hospital will assist in transferring you to that facility.
- Be informed of the hospital's rules and regulations.
- Consultation concerning ethical issues that affect your care, treatment, and services.
- Request nursing staff schedules on the unit where you are a patient, as well as general staffing information and staff training information, by contacting the team leader on your unit.
- Prompt investigation and resolution of any complaint/ grievance. You or your representative may contact:
  - Your nurse, charge nurse, department manager or by calling the PRIDE Line at (331) 221-1115.
  - You may also contact by phone or in writing:

Illinois Department of Public Health  
Central Complaint Registry  
Division of Healthcare Facilities and Programs  
525 West Jefferson Street  
Springfield, IL 62761-0001  
24-hour toll free: (800) 252-4343  
TTY: (800) 526-4372  
Email: [Dph.Ccr@illinois.gov](mailto:Dph.Ccr@illinois.gov)

The Joint Commission Office of Quality Monitoring  
One Renaissance Boulevard  
Oak Brook Terrace, IL 60181  
Complaint Line: (800) 994-6610  
Fax: (630) 792-5836  
Email: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

Medicare patients who believe that they are being prematurely discharged have the right to contact:

Illinois Foundation for Quality Healthcare 2625  
Butterfield Road, #102E  
Oak Brook, IL 60523  
Toll free: (800) 647-8089  
Fax: (630) 571-5611

## As a Patient You Have the Responsibility to:

- Provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, other matters relating to your health, and unexpected changes in your condition and report them to the responsible practitioner.
- Ask questions if you do not understand a medical or nursing action or do not understand what is expected of you.
- Follow the treatment plan recommended by the practitioner responsible for your care, treatment and services. This may include instructions of nurses and other hospital personnel as they carry out the coordinated plan of care, treatment, and services, and implement the practitioner's orders.
- Follow all hospital rules and regulations.
- Be considerate of other patients and hospital personnel, and for assisting in the control of noise and number of visitors.
- Be respectful of the property of other persons and of the hospital.

Elmhurst Hospital participates in the Illinois Automated Immunization Registry Exchange (I-CARE). I-Care is a confidential registry managed by the Illinois Department of Health which makes managing your immunization records easier for you and your doctor. If an individual, parent, or legal guardian does not want their immunization information saved in I-Care they may fill out an "Opt Out of Registry" which is available from your nurse. Choosing to opt out of the registry will require patients to maintain and safeguard their own immunization records.