

Patient Rights & Responsibilities

As a patient, you have the right to:

- Access care and treatment that is 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.
- Considerate, respectful and dignified care with recognition of your psychosocial, spiritual, and cultural perspectives and the right to be free of all forms of abuse and harassment. Dying patients have the right to care which optimizes their comfort and dignity.
- Care consistent with sound nursing and medical practices within Edward's capacity, its stated mission, and applicable laws and regulations. You do not have the right to treatment that is medically unnecessary or ineffective, ethically inappropriate, or inconsistent with the standards of good medical care.
- Knowledge of the identity and professional status of healthcare professionals providing service to you, including which physician is primarily responsible for your care.
- To have a family member or other individual and your physician notified promptly if you are admitted to the Hospital.
- Reasonably informed participation in your healthcare, including clear and concise explanations of your diagnosis, prognosis, alternative procedures and forms of treatment, anticipated results, and associated risks and benefits. This includes the right to participate in the development and implementation of your plan of care.
- Designate an individual to serve as your representative in making decisions concerning your care.
- Designate a support person to be present during the course of your admission, who will receive notice of your visitation rights, and designate visitors who will receive full and equal visitation privileges consistent with your preferences and Hospital policy. This includes the right to consent to receive visitors (including a spouse or domestic partner including a same-sex domestic partner, another family member, or a friend) or to deny consent to receive specific visitors, either orally or in writing. You have the right to be informed of the basis for any limitations or restrictions of your visitation rights under hospital policy.
- Accept or refuse treatment and to be informed of the medical consequences of any refusal.
- Consent to or decline to participate in proposed research studies and to have those studies fully explained prior to consent. The decision to refuse participation or withdraw from a research study will not affect your care.
- Reasonable personal safety while receiving care.
- Receive information about your care in a language you can understand.
- Voice your complaints or any conflicts concerning your care and have them reviewed by appropriate staff in an effort to seek resolution. Concerns/complaints may be shared with the nursing staff, charge nurse, department manager, Patient

Advocate, or by contacting the Patient Hotline at ext. 77225. You also may contact the Illinois Department of Public Health, Office of Health Care Regulation, 525 W. Jefferson Street, 5th floor, Springfield, IL 62761 or (800) 252-4343.TTY: (800) 547-0466. Or you may contact the Joint Commission on Accreditation of Healthcare Organizations Office of Quality Monitoring at One Renaissance Blvd., Oakbrook Terrace, IL 60181 or (630)792-5000 or complaint@jcaho.org.

- Be informed of any continuing healthcare recommendations following discharge.
- Request and receive an itemized copy and/or explanation of your charges.
- Receive information and participate in decisions related to effective management of pain.
- Formulate advance directives (Living Will or Durable Medical Power of Attorney) for the purpose of guiding decisions concerning your healthcare. Information concerning your right to formulate advance directives under Illinois law, including advance directive forms that meet the requirements of Illinois law, is available on the Illinois Department of Public Health website at <http://www.idph.state.il.us/public/books/advin.htm>. The Hospital will print out this information for you upon request. The provision of care will not be conditioned on whether or not you have an advance directives.
- Personal privacy consistent with your care needs and to receive a paper copy of Edward's Notice of Privacy Practices, which describes your rights regarding confidentiality of your health information under the Federal Privacy Rule (HIPAA).
- Remain free from restraint unless there is appropriate clinical justification to protect you from harming yourself or others.
- Access bioethics consultation if you or your family deem necessary.

As a patient, you have the responsibility to:

- Provide, to the best of your knowledge, accurate and complete information relating to your medical condition.
- Participate in your plan of care and ask questions about your treatment plan and/or what is expected of you to accomplish that plan.
- Follow the treatment plan recommended by those primarily responsible for your care.
- Accept personal responsibility if you refuse treatment or do not follow your treatment plan.
- Abide by applicable facility rules, regulations, and policies during your visit.
- Assume financial obligations for services received.
- Respect the rights and privacy of patients, staff, and others you may contact. Edward has zero tolerance for threats or verbal abuse towards staff or other patients.
- Notify your doctor or nurse of new or uncontrolled pain, and work with the staff to achieve effective pain management.
- Notify your physician and/or a member of the healthcare team if you have executed a Living Will or Durable Medical Power of Attorney, and assure that any such document is provided.