Patient Rights & Responsibilities

A person who receives health services in HSHS Good Shepherd Hospital has, within the framework of Catholic medical moral teaching and other regulatory requirements, certain rights and responsibilities as a patient. In the case of patients under the age of 18, or patients unable to make decisions on their own, the person who is legally responsible for the patient must see that these rights and responsibilities are met.

You have the right to:

- Considerate and respectful care in a safe and secure environment, regardless of your gender, disability,race, religion, age, national origin, sexual orientation, personal or cultural beliefs or the source of payment for your care.

- Information about hospital policies, rules and regulations governing your conduct as a patient.

- Clear explanations of your condition and all proposed procedures, including the possibility of any risks, problems or side effects that may result.
- Be involved in the development and implementation of your plan of care.
- Know the names and roles of health care professionals providing service to you.

- Refuse treatment to the extent permitted by law and to be informed of the medical consequences of your refusal.

- Freedom from restraint or seclusion, unless it is the only means to protect your safety.

- Prompt, effective and continuous assessment and treatment of pain.
- Be advised if any portion of your care or treatment is part of an experimental or research program and to decline participation in such program if you so choose.

- Formulate an advance directive, such as a durable power of attorney for health care, and have hospital staff comply with your directives.
- Personal dignity and privacy.
- Expect that your treatment records are confidential, unless you have given permission to release such information or reporting is required or permitted by law.

- Access your clinical records within a reasonable time period.
- Request and receive a printed copy of your hospital charges and have them explained to you.

- Have an ethics consultation without charge to review the plan of care and discuss your right to attempt to settle ethical disagreements or conflicts with health professionals.

- Express complaints and grievances and expect that they will be investigated within a reasonable time frame.

- Know what alternatives exist for your care and treatment when hospital care is no longer appropriate.

- To the extent permitted by law, to leave the hospital against your doctor's advice. Should you do so, however, neither your physician nor the hospital will be responsible for whatever harm such action may cause you or others.
- Provide information about illnesses, hospitalizations, medications and other matters related to your health, both past and present.

- Report any perceived risks in your care or changes in your condition.
- Accept the consequences of refusing treatment or failing to follow your established care, service or treatment plan.

- Abide by hospital rules, regulations and policies during your stay.

- Respect the rights of other patients, hospital personnel and others you may come in contact with. Ask questions if you do not understand directions given to you by your health care team.

- Pay your hospital bills promptly and provide information necessary for insurance processing.

- Express to hospital management complaints about any aspect of your care if you feel your rights have been violated.

You have the right to file a complaint or grievance without being subject to coercion, discrimination, reprisal or unreasonable interruption of care. If your concerns are not adequately addressed by nursing staff, please ask to speak with the department manager. If those directly involved with your care

cannot resolve your concern, call the Patient Relations Line at (217) 544-6464, ext. 77500. If your concerns cannot be resolved by working with the hospital representatives, you may take your comments/complaints to:

Illinois Department of Human Rights
222 South College St.
Room 101
Intake Unit
Springfield, IL 62704
(217) 785-5100

Illinois Department of Public Health
Division of Health Care Facilities and Programs
525 W. Jefferson St.
Springfield, IL 62761
1-800-252-4343
TTY: 1-800-547-0466
Fax: 217-524-8885

DNV Healthcare
Phone: (866) 496-9647
Fax: (281) 870-4818
Online submission: https://www.dnv.us/assurance/healthcare/thank-you.html
Click "hospital complaint form"