



Patient Rights & Responsibilities

A person who receives health services in an HSHS Holy Family facility has, within the framework of Catholic medical moral teaching, 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 these rights and responsibilities are met.

Holy Family does not discriminate based on age, race ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression.

As a patient you have the right to:

- - Kind and respectful care.

- Information presented in language you can understand about: your medical condition, available treatment, risks involved, time needed, hoped-for results and what might happen if you refuse treatment; the names of assisting physicians and medical qualifications of medical trainees; the possibility of taking part in clinical research; care available to you after discharge, transferring to another level of care, and continuing health needs following discharge.

- - Pain Relief
- - An understandable explanation of your bill -- regardless of the source of payment.
- - Agree to or refuse treatment (as permitted morally and legally) or participate in medical education or research.
- - Reasonable privacy. This includes the right to refuse to talk with or see anyone not connected with the hospital or directly involved in your care. In some areas video cameras are used to promote patient safety. Video monitoring is done in a way to protect patient privacy.
- Confidentiality. Your medical records will only be available to those directly involved in your care or the quality monitoring of your care. You also have the right to approve or refuse release of confidential information.
- - Raise concerns to hospital staff (and/or outside representatives of your choice) without fear of discrimination.
- - Information on Advanced Directives from our Spiritual Care Department.
- - The presence of a support person of your choice, unless the individual's presence infringes on others' rights, safety or is medically or therapeutically contraindicated.
- - Have a family member or person of your choice, and your own doctor, notified promptly of your admission to the hospital.

As a patient you have the responsibility to:

- - Bring the attention of the appropriate person(s) in the hospital those times when, in your opinion, your rights are not being respected.
- - Cooperate in the treatment program ordered by your doctor.
- - Understand the information provided by your doctor rests in the sound professional judgment and discretion of the doctor.
- - Respect the rights of other patients who are also receiving treatment in this hospital.
- - Observe the policies and procedures established by this hospital in the best interest of all patients being served.

Concerns About Care

Patients have the right and responsibility to voice complaints without intimidation, harassment, threat or penalty. Please call (618) 664-1230 and ask for Quality Management or write to:

HSHS Holy Family Hospital
Attn: Quality Management
200 Health Care Drive
Greenville, IL 62246

If your complaint is not resolved to your satisfaction by Risk Management, you may then contact the President and CEO Kelly Sager by calling (618) 664-1230 or write to:

HSHS Holy Family Hospital

Attn: President & CEO
200 Health Care Drive
Greenville, IL 62246

If your complaint is not resolved to your satisfaction by the hospital, you may also contact the following:

Illinois Department of Public Health
Division of Health Care Facilities and Programs
525 West Jefferson Street
Springfield, IL 62761
1-800-252-4343
www.idph.state.il.us

HFAP
Attn: Complaint Department
142 E Ontario St., 10th Floor
Chicago, IL 60611
1-312-920-7383