



Patient Rights & Responsibilities

Understanding Expectations, Rights and Responsibilities

St. Joseph's 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.

High Quality Hospital Care

Our first priority is to provide you the care you need, when you need it, with skill, compassion and respect. Tell your caregivers if you have concerns about your care or if you have pain.

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.
- - 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.
- - Pain relief.
- - 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 Advance Directives from our Pastoral Care Department
- - The presence of a support person of the patient's choice, unless the individual's presence infringes on others' rights, safety or is medically or therapeutically contraindicated, is allowed.
- - Have a family member or person of your choice, and your own doctor, notified promptly of your admission to the hospital.
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As a patient, you have the responsibility to:

- - Bring to 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 contact **Quality Management**, at (217) 324-8204, or write to:

St. Joseph's Hospital
 Attn: Quality Management
 PO Box 99
 Breese, Illinois 62230

If your complaint is not resolved to your satisfaction by Risk Management, you may then contact the President & CEO at the number or address below:

Attn: Chris Klay, President & CEO
 Office: (618) 526-5300

PO Box 99
Breese, Illinois 62230

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

ILLINOIS DEPARTMENT OF PUBLIC HEALTH (IDPH)
525 West Jefferson Street, Springfield, IL 62761
Phone: (217) 782-6553

Patient safety concerns can be reported to *The Joint Commission*:

- At www.jointcommission.org, using the “Report a Patient Safety Event” link in the “Action Center” on the home page of the website
- By fax to 630-792-5636
- By mail to:

Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181