

PATIENT RESPONSIBILITIES

We want you to have the best possible experience while you are a patient in our care. You can help by being active in your health care choices.

As a patient, family member or legal representative, we ask that you:

- Provide a complete and accurate medical history including past illnesses, hospitalizations, medications and other matters relating to your health such as allergies, hearing or visual problems. Report any change in how you feel or your condition.
- Provide an Advanced Directive or Living Will if you have one.
- Comply with the hospital policies and procedures.
- Respect the rights of others, including other patients and staff.
- Know your health care team and follow the plan of care as developed by you and your care providers.
- Ask questions if you have them.
- Remind staff to check your identification before giving medications, or before any procedure.
- Remind staff—and your visitors—to wash their hands.
- Provide information regarding your source of payment.
- Know your medications and why you are taking them.
- Know your health care plan when you are discharged.
- Follow hospital rules as they affect patient care, such as:
 - Consideration for the rights and respect for the property of other patients and staff
 - Assistance in our efforts to limit noise
 - Assistance in our efforts to limit the number of visitors for safety and noise control
 - Compliance with our tobacco-free environment

Patient Rights & Responsibilities



INFORMATION ABOUT YOUR RIGHTS

At HSHS Sacred Heart and St. Joseph's hospitals, we want you to know and understand your rights and responsibilities as a patient. You have the right to make informed choices about your health care. We respect each patient and are committed to meeting your needs.

COMMUNICATION

You or your legally authorized representative has the right to:

- Be informed about the care you will receive in a way you understand. This includes translation services free of charge, or help if you have visual, hearing, speech or learning difficulties.
- Know that all information and records regarding your care are confidential and can only be released to you or a legally authorized representative, except in cases where reporting is permitted or required by law.

COURTEOUS TREATMENT

You or your legally authorized representative has the right to:

- Receive treatment with courtesy and respect in a safe and secure environment free from abuse or neglect.
- Receive safe care, including the right to privacy.

APPROPRIATE HEALTH CARE

HSHS Sacred Heart and St. Joseph's hospitals treat all patients with our Core Values of Care, Competence, Joy and Respect. We respect the individual, body, mind and spirit.

You or your legally authorized representative have the right to:

- Receive care no matter what race, creed, color, national origin, ancestry, religion, sex, sexual orientation, marital status, age, newborn status, handicap or source of payment.

MEMBERS OF YOUR HEALTH CARE TEAM

You or your legally authorized representative has the right to:

- Know the names of your caregivers.

INFORMATION ABOUT TREATMENT

You or your legally authorized representative have the right to:

- Receive information about your care including diagnosis, treatment and outcomes, including outcomes that were not expected, in terms you can understand.
- Review your medical record related to your care and have it explained to you.
- Make decisions about your care, including refusing care to the extent as permitted by law.
- Be informed about any proposed procedures or treatments. You may be asked to sign an informed consent before the start of a procedure.
- Ask questions and be listened to.
- Have your pain evaluated and managed.
- Get an up-to-date list of current medications.
- Know you will be free from seclusion or restraint unless you could harm yourself or others.
- Complete an Advanced Directive for Health Care, which is legal documentation outlining your wishes for your care if you are unable to speak for yourself or choose someone to act on your behalf and protect your patient rights. Your wishes will be

honored to the extent of the law and hospital policy.

- Consent or refuse to take part in research or experimental trials for your condition as discussed with your physician.
- Access protective services including services for drug and alcohol abuse, mental illness or developmental disabilities. (WI. Statute Sec. 51.61)
- Transfer care to another facility if this hospital is unable to provide the care you need or as you request. You have the right to know why the transfer is needed. We cannot transfer you unless the other hospital accepts you as a patient.

VISITATION

You or your legally authorized representative has the right to:

- Decide who may visit you during your stay as well as refuse any visitors.
- Choose a support person who may determine who can visit you if you are unable to indicate visitors. This person does not need to be related to you and cannot make decisions or consent regarding any treatment.

The hospital reserves the right to limit visitors as medically necessary or for safety reasons.

HOSPITAL BILLS

You or your legally authorized representative have the right to:

- Request, review and get an explanation of your bill no matter what the source of payment.
- Ask for information regarding financial assistance.

COMPLAINTS

If we have not met your needs, we ask you to share your concerns regarding treatment, safety or quality of care. You or your legally authorized representative have the right to share these concerns at the time of service with your care provider, physician, department director or house supervisor. We want to resolve issues as soon as possible.

If you have any questions or concerns once you return home, please feel free to contact Sacred Heart Hospital Administration at 715-717-4131 or St. Joseph's Hospital Administration at 715-717-7200.

If you continue to have unresolved complaints or concerns, you may file a grievance with an outside agency by contacting:

Wisconsin Division of Quality Assurance:
P.O. Box 2969
Madison, WI 53701-2969
800-642-6552

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