



Patient Rights & Responsibilities



AN AFFILIATE OF HOSPITAL SISTERS HEALTH SYSTEM

Information about Your Rights

We want you to know and understand your rights and responsibilities as a patient. You have the right to make informed choices about your healthcare. We respect each patient and are committed to meeting your needs.

Communication

You or your legally authorized representative have the right to:

- Be informed about the care you will receive in a way you understand. This includes interpreter 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 have the right to:

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

Appropriate Health Care

You have the right to receive care no matter your:

Age, race, creed, national origin, ancestry, color, religion, disability, gender, gender identity or expression, marital or parental status, pregnancy, sexual orientation, veteran's status, other non-medically relevant factors or source of payment.

Members of your Health Care Team

You or your legally authorized representative have 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.
- 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, developmental disabilities.

(WI. Statute Sec. 51.61)

Billing

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 physician or clinic staff. 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.
- 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 (toll free)
(608) 266-8481

The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
(800) 994-6610 or email at
complaint@jointcommission.org.

Centers for Medicaid and Medicare Services
7500 Security Blvd.
Baltimore, MD 21244-1850
877-267-2323

PATIENT RESPONSIBILITIES

We want to make sure you 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 your condition.
- Comply with the clinic policies and procedures.
- Respect the rights of others.
- Know your healthcare care team and follow the plan of care as developed by you and your care providers.
- Ask questions if you have them.
- Provide information regarding your source of payment.
- Know your medications and why you are taking them.
- Respect other patient's privacy and confidentiality by limiting the use of cameras and video cameras, including personal mobile devices, to your room. Please discontinue use of these devices if asked to do so by a colleague, caregiver or physician.