



A person who receives health services at a HSHS Medical Group practice 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. HSHS Medical Group 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, and potential outcomes.
- 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.
- The opportunity to participate in decisions involving your health care, except when such participation is contraindicated for medical reasons.
- Transfer care to a different qualified provider.
- Reasonable privacy. This includes the right to refuse to talk with or see anyone not connected with HSHS Medical Group or directly involved in your care.
- 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 staff (and/or outside representatives of your choice) without fear of discrimination.
- Information on Advanced Directives. 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.

As a patient you have the responsibility to:

- Provide complete and accurate health information.
- Accept personal financial responsibility for any charges not covered by insurance.
- Behave respectfully toward all health care professionals.
- Voice your concern in times when, in your opinion, your rights are not being respected.
- Cooperate in the treatment program ordered by your provider
- Ask for clarification if your care plan is not understood.
- Respect the rights of other patients who are also receiving treatment.
- Observe the policies and procedures established by HSHS Medical Group 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 our **Quality Systems Analyst** at **217-523-5413** or write to:
HSHS Medical Group
Attn: Risk Management
3051 Hollis Dr., Springfield, IL 62704

If your complaint is not resolved to your satisfaction by Risk Management, you may then contact the **HSHS Medical Group's COO, Tammy Lett** at **217-492-6582** or write to:
HSHS Medical Group
Attn: COO
3051 Hollis Dr., Springfield, IL 62704

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

Illinois Department of Public Health Division of Health Care Facilities & Programs
525 W. Jefferson St., Springfield, IL 62761 • 1-800-252-4343 • www.idph.state.il.us Change