



## Patient Bill of Rights and Responsibilities

Methodist Hospital of Chicago is an institution dedicated to healing. We believe in the principle of sacredness and dignity of human life. Persons are received irrespective of race, color, national origin, religion, sex, sexual orientation, ethnicity, socioeconomic background, age, handicap, disability or gender identity. We assist people in finding meaning in their lives, in their relationship to God and humankind, through recovery and through end-of-life situations. We believe that all persons are entitled to a diversity of services, economically rendered, as well as the hospitality of staff believing in the dignity of their work. We strive continuously to improve services through planning, cooperating, informing, educating, learning and sharing.

### PURPOSE

Methodist Hospital of Chicago supports and protects the basic human, civil, constitutional and statutory rights of each patient. By doing so, we notify patients of their rights and responsibilities. The Patient Bill of Rights and Responsibilities and Pediatric Rights and Responsibilities of Parent/Guardians and Pain Management are explained in detail in the Patient's Rights and Responsibilities Brochure.

### POLICY

#### I. Patient's Rights - Exercise of Patient Rights

The Patient's Rights and Responsibilities brochure is given to patients for whom services are provided. Copies of Patient Bill of Rights & Responsibilities are located in conspicuous areas in the hospital.

- a. Patient has the right to participate in the development and implementation of his or her plan of care.
- b. The patient or his or her representative has the right to make informed decisions regarding his or her care, be informed of his or her health status and be involved in care planning and treatment.
- c. The right to formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
- d. The right to have a family member or representative of his or her choice and his or her own physician notified promptly of his or her admission to the hospital.
- e. The right to personal privacy established under HIPAA and outlined in Notice of Privacy Practices (NPP), which is provided to each new patient.
- f. The right to be free from all forms of abuse or harassment.
- h. The right to the confidentiality of his or her clinical records.
- i. The right to access information contained in his or her clinical records within a reasonable time frame.
- j. The right to be fully informed of and to consent or refuse to participate in any unusual, experimental or research project without compromising his or her access to services.
- k. The right to know the professional status of any person providing his or her care or services.
- l. The right to know the reasons for his or her transfer either within or outside the hospital.
- m. The right to know the reasons for any proposed change in the Professional staff responsible for this or her care.

- n. The relationship(s) of the hospital to other persons or organisations participating in the provision of his/her care.
- o. The right to access the cost, itemised when possible, of services rendered within a reasonable period of time.
- p. The right to be informed of the source of the hospital's reimbursement for this or her services and of any limitations that may be placed upon his or her care.
- q. The right to be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
- r. Informed of the right to have pain treated as effectively as possible.
- s. Additionally, the patient's family has the right of informed consent of donation of organs and tissues.

## **II. Exercise of Patient Rights**

The exercise of Patient Rights provides for:

- a. The impartial access to treatment, regardless of race, relation, sex, sexual orientation, ethnicity, age or handicap;
- b. Exercise of his or her rights by a patient while receiving care or treatment in the hospital without coercion, discrimination or retaliation;
- c. Having a surrogate (parent, legal guardian, person with medical power of attorney) exercise the patient's rights when the patient is incapable of doing so, without coercion discrimination or retaliation;
- d. The process to inform each patient or, when appropriate, the patient's representative (as allowed under State Law) of patient's rights in advance of furnishing or discontinuing patient care whenever possible.

## **III. Patient's Responsibilities**

Health care involves a cooperative effort. The effectiveness of patient care and of a patient's satisfaction with the course of treatment depends, in large part, upon each patient fulfilling certain responsibilities. The patient's responsibilities include:

- a. Be honest and direct about everything that relates to him or her as a patient. Questions should be answered honestly and completely. Tell those who are caring for you exactly how you feel about the things that are happening to you.
- b. Provide the hospital with all information about medications you have been taking recently as well as their purposes, past illnesses, hospitalisations, the names of physicians you have seen or been cared for by and other matters relating to your health status.
- c. Ask questions of your physicians or other caregivers if you do not understand your illness or treatment. Understanding your health problem is important for the success of any treatment plans.
- d. Let your physicians or other caregivers know if you anticipate problems in following your treatment plan.
- e. Tell your physician or the nurse about any changes you notice in your health or how you feel.
- f. To assure a continuity of care after discharge, follow any directions given by your physician, keep appointments and cooperate with your caregivers.
- g. Be considerate of other patients and respect their privacy. Try to ensure that your visitors are considerate of others and that unnecessary noise from your visitors or the TV does not disturb nearby patients.
- h. Inform and provide accurate financial information for billing purposes for services rendered during your stay at Methodist Hospital of Chicago.

#### **IV. Methodist Hospital of Chicago Responsibilities**

- a. We will provide staff education regarding their role in upholding patient rights.
- b. We will provide a mechanism to inform each patient of his or her rights in a language the patient can understand.
  - 1. We are sensitive to the communication needs of our patients. We agree to comply with the Civil Rights laws that assure that we will provide interpretation for certain individuals who speak different languages other than English, use alternative communication techniques or aides for those who are deaf or blind and take other steps, as needed, to effectively communicate with the patient. (Refer to Patients, Communication Impaired - Language Roster Policy and Procedure 1B - 48).
  - 2. Assistive devices will be available for staff to access (i.e., Braille, sign language, translated versions, translators, etc.
- c. We will resolve potential or actual issues arising in supporting patient's rights.
- d. Patients will have impartial access to treatment, regardless of race, religion, sex, sexual orientation, ethnicity, age or handicap
- e. Patients should exercise his or her rights while receiving care or treatment in the hospital without coercion, discrimination or retaliation.
- f. We believe that each patient, or when appropriate, the patient's representative (as allowed under State Law) be informed of that patient's rights in advance of furnishing or discontinuing care whenever possible.

#### **V. Discriminatory Behaviors by Hospital Staff**

- a. Discriminatory behaviours by hospital staff will not be tolerated and may lead to corrective action.

#### **VI. Patient Complying with Patient Rights and Responsibilities**

- a. When patients do not comply with the responsibilities as a patient in Methodist Hospital of Chicago, all concerns will be reviewed with the Ethics Committee for appropriate disposition.

#### **VI. Inquiries**

- a. If the patient has a concern, they will be directed to contact the Nursing Supervisor for assistance. If the patient is not satisfied with the response, a written appeal may be filed through the hospital grievance process. At the completion of the appeal review, a written response will be forwarded to the complainant.

Patients have the right to notify the Illinois Department of Public Health of grievances at 1-800-252-4343 or HFAP at 506 N. Clark Chicago, Illinois 60654; Ph: 312-920-7383.