

Chester, Illinois

Effective Date: 7/5/19

As a patient at Memorial Hospital, we encourage you to be aware of your rights and responsibilities and to communicate openly with your healthcare team. You will promote your own safety if you are well informed and active in your care.



PATIENT RIGHTS:

As a patient, you have the right:

- To be treated in a dignified and respectful manner that supports his/her dignity
- To have a family member, friend, or other individual to be present for emotional support during the course of stay
- To receive treatment and take an active role in your health care
- To be told the names of healthcare team members involved in your care
- To have a family member/representative or your own physician notified of your admission to the hospital
- To have care that is respectful of your cultural and personal values, beliefs and preferences
- To be informed about your health needs so you can make the right decisions
- To receive clearly written and spoken information in a manner you can understand
- To sign language or foreign language interpreter services
- To personal privacy
- To be treated without discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression
- To accept or refuse care
- To make Advance Directives regarding end-of-life decisions
- To choose a surrogate decision-maker to make decisions for you when you are unable
- To receive care in a safe environment free of all forms of neglect, exploitation, harassment, or abuse (verbal, mental, physical, or sexual)
- To access protective and advocacy services in cases of neglect or abuse
- To take part in discharge planning or the need for transfer
- To receive information about your continuing health care, including at the time of your discharge
- To receive information about your hospital charges
- To receive pastoral care and other spiritual services
- To be informed about organ donation and to have your wishes honored, within the limits of Memorial's capability
- To effective pain assessment and pain management
- To be free of chemical or physical restraint if not medically necessary
- To information about outcomes of care
- To privacy of your medical records as outlined by the Health Insurance Portability and Accountability Act (HIPAA) of 1996, and allow access, to request amendment to, and obtain information on disclosures of his/her health information in accordance with law and regulation
- To privacy and confidentiality of personal records and written communication including the right to send and receive mail promptly
- To voice your concerns/complaints about your care
- To receive visitors as designated by you or your support person as well as the right to withdraw or deny such consent at any time.
- Immigrants with questions about immigration rights or in need of support can utilize the hotline provided by the Illinois Coalition for Immigrant & Refugee Rights by calling 855-435-7693.

PATIENT RESPONSIBILITIES

As a patient, you have the responsibility:

- To provide information. Patients must provide to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to their health.
- To ask questions. Patients must ask questions when they do not understand their care, treatment and service or what they are expected to do.
- To follow instructions. Patients must follow the treatment plan developed. Patients should express any concerns about their ability to follow the proposed care plan. When unable to keep appointments, you are responsible for notifying your physician and the hospital.
- To accept consequences. Patients are responsible for outcomes if they do not follow the treatment plan.
- Follow Hospital Policies: To follow the hospital policies and rules affecting your care and conduct while in the hospital.
- Show Respect and Consideration: Patients must be considerate of Memorial's staff and property, as well as other patients and their property
- Meet Financial Commitments: Patient should promptly meet any financial obligation agreed to with Memorial.