

# Patient Bill of Rights

It is important that you and your family are aware of your rights as a patient at Sauk Prairie Healthcare

## You have the right to:

- Interpretation services for individuals who speak languages other than English, use alternative communication techniques or aides for those who are sensory impaired, or take steps to effectively communicate with the patient.
- Receive hospital care when medically indicated.
- Information about your illness and course of treatment, as well as involvement with your care plan.
- Have your questions answered about your care, including treatment, medication, tests, health status and be involved in care planning and treatment.
- Have a family member or representative, and the physician, notified promptly of your admission to the hospital. Please let us know at any time if there is someone you want notified of your hospitalization.
- Have care in a safe setting. Please be assured that we take your safety very seriously. We welcome your comments and ideas.
- Inspect your medical record. We will be happy to provide a staff member to help you understand the information in your medical record.
- Privacy, whenever possible. Everyone has different needs, so feel free to talk about your privacy needs with your healthcare providers.
- Confidential healthcare records and communications. Be sure to tell the staff who you will allow your information to be shared with.
- Advance directives, to specify care if you would ever become unable to express your wishes.
- Refuse treatment and be informed of the consequences of your refusal.
- Set goals for pain control with your healthcare providers. The staff will work with you to achieve your pain management goals.
- Accept or refuse transfer to another institution and to be informed of the consequences of that decision.
- Be free of all forms of abuse or harassment. Please ask to speak with a manager if you feel you have been abused or harassed in any way.
- Examine and receive an explanation of your hospital bill. This includes the right to be informed of the source of the hospital's reimbursement for his or her services, and of any limitations which may be placed upon his/her care.
- Be free from restraints in any form that are not medically necessary, or used for coercion, convenience, retaliation or discipline.

- Know how Sauk Prairie Healthcare handles patient complaints.
- Information of the hospital to other persons or organizations participating in the provision of his/her care.
- Information concerning any experimental procedure proposed and to refuse to participate without jeopardizing your care.
- To know the professional status of any persons providing his/her care/services.
- To know the reasons for any proposed change in the professional staff responsible for his/her care.
- Confidential treatment of your immigration status and your immigrations status will not be used to discriminate against you.
- Hospital care without discrimination based on race, creed, color, national origin, ancestry, religion, sex, sexual orientation, age, handicap, marital status, newborn status, or source of payment. Patients will be treated with consideration, respect, and recognition of their individuality and personal needs. Patients' cultural, psychosocial, spiritual values, and lifestyle choices are respected.
- Be informed in writing about the hospital's policies and procedures for initiation, review, and resolution of patient's complaints, including the address where complaints may be filed. Complaints may be filed directly with the Office of Quality Assurance, P.O. Box 2969, Madison, WI, 53701. Telephone: (608) 266-8481. You may also address your concerns to: Wisconsin Dept. of Health and Family Services, Office of Civil Rights Compliance, P.O. Box 7850, Madison, WI, 53707. Telephone: (608) 266-9372.

## Patient Responsibilities:

Just as you have rights as a patient, you also have obligations. At Sauk Prairie Healthcare, we believe that you and your healthcare providers are partners, working together to reach a high level of healthcare. Your obligations to us are:

- Provide up-to-date, accurate information about your health to members of your healthcare team.
- Ask questions and be sure you understand your treatment plan and medical condition.
- Follow the treatment recommended by your physician(s) and other healthcare providers.
- Be considerate of other patient's rights and privacy.
- Meet financial obligations to the hospital.
- Observe the ban of tobacco use on the property.