



# PATIENT RIGHTS AND RESPONSIBILITIES

Hudson Hospital & Clinics is committed to respecting and protecting the rights of patients and families. We strive to provide care that is sensitive to cultural, racial, religious and other differences. The following rights provide information about our commitment to you and your responsibilities as a member of your health care team.

## PATIENT RIGHTS

- No patient shall be denied appropriate hospital care on the basis of race, creed, color, national origin, ancestry, religion, sex, sexual orientation, age, handicap, marital status, newborn status, or source of payment. Patients are treated with consideration, respect, and recognition of their individuality and personal needs, including the need to privacy in treatment. Patients' cultural, psychosocial, and spiritual values and lifestyle choices are respected.
- All patients have the right to have a family member or representative of their choice and their own physician notified promptly of their admission to the hospital.
- The hospital provides interpretation 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.
- All patients may designate persons who are permitted to visit them during their stay. Any restrictions on communications are fully explained to the patient or designated representative and are determined with their participation.
- Except in emergencies, the consent of the patient or of the patient's legally authorized representative shall be obtained before treatment is given. They shall give prior informed consent for the patient's participation in any form of research.
- All patients are entitled to know who has overall responsibility for the patient's care. All patients have the opportunity to participate to the fullest extent possible and make informed decisions in the development, implementation, and revision of their plan of care, including pain management.
- All patients have the right to be informed concerning their continuing health care needs, course of treatment, prognosis for recovery, and alternatives to meet these needs in terms the patient can understand.
- Any patient may refuse treatment to the extent permitted by law and is informed of the medical consequences of the refusal.
- Except in emergencies, the patient may not be transferred to another facility without being given a full explanation for the transfer and provision made for continuing care and acceptance by the receiving institution.

- Every patient has the right to receive care in a safe environment and the right to be free from all forms of abuse, neglect, or harassment. The patient’s right to protective services is supported by the hospital. Patients shall be treated with consideration, respect, and recognition of their individuality and personal needs, including their need for privacy in treatment.
- Every patient has the right to be free from restraints of any form that are not medically necessary, used for behavior management, or used as a means of coercion, discipline, convenience, or retaliation by staff.
- The patient’s medical record and other personal health information is safeguarded to protect privacy. Patients are offered a notice of our information practices upon initial contact.
- The patient, or any person authorized by law, shall have access to the patient’s medical record.
- Every patient is informed in writing about the hospital’s policies and procedures for initiation, review, and resolution of patient complaints, including the address where complaints may be filed directly with the Wisconsin Department of Health & Family Services, Division of Quality Assurance, P.O. Box 2969, Madison, WI 53701-2969, Phone (608) 266-0224.

## PATIENT RESPONSIBILITIES

All patients shall be informed of their responsibility to comply with hospital policies, cooperate in their own treatment, provide a complete and accurate medical history, be respectful of other patients, staff, and property, and provide required information concerning payment of charges.

### Patient responsibilities include:

- Supply accurate and complete information about past illnesses, hospitalizations, medications and information for business purposes.
- Notify your physician or nurse about changes in condition.
- Participate in your health care by following instructions and medical advice.
- Ask questions if you do not understand directions or procedures, or if you feel you are unable to follow them.
- Cooperate with hospital staff in observing safety regulations and policies.
- Respect others’ property and that of the hospital.
- Observe the ban on tobacco use on the property.
- Be considerate of other patients by limiting noise.
- Provide timely feedback when your expectations in the environment or service have not been met – and when you feel something may not be the way it should be.

### References

1. Wisconsin Department of Health & Family Services, Administrative Code, Chapter HFS 124
2. Centers for Medicare and Medicaid Services: Hospital Conditions of Participation. “Patient Right”
3. The Joint Commission, Hospital Accreditation Standards, Oakbrook Terrace, Illinois