Patient **Rights** and **Responsibilities**

Patient Rights and Responsibilities

Each patient at Affinity Health System, (AHS) or when appropriate, the patient's representative (as allowed under Wisconsin law) has the right to:

1. Be informed of their patient rights upon admission to the hospital or in advance of furnishing or discontinuing care, whenever possible.
2. Have a family member or representative of his/her choice and his/her own physician informed when being admitted to the hospital.
3. A formal complaint process for the initiation, and when possible, prompt resolution of patient complaints and grievances concerning quality of care, privacy of health information, service delivery, as well as information on whom to contact, including state agencies and the Joint Commission to file a complaint/grievance. The complaint/grievance process and timeframes for resolution are found in the AHS Patient Bill of Rights and Patient Complaint Resolution policy which can be obtained by contacting our LEP Coordinator/Director of Quality Management via the Patient Relations Center at (920) 628-9700.
4. Participate in the development and implementation of his/her plan of care and the right to make informed decisions regarding his/her care. This includes the right to accept medical care or to refuse treatment to the extent permitted by law and to be informed of the medical consequence of such refusal.
5. Be informed of his/her health status, be involved in care planning and treatment and be able to request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.
6. Formulate advance directives and appoint a surrogate to make health care decisions on his/her behalf to the extent permitted by law, and to have hospital and clinic staff and practitioners who provide care comply with these directives.
7. Personal privacy and confidentiality of information except in those cases permitted by law.
8. Receive care in a safe environment.
9. Be kept free from all forms of abuse and harassment.
10. Confidentiality of his/her medical records.
11. Access information contained in his/her medical records within a reasonable timeframe. AHS must not frustrate the legitimate efforts of individuals to gain access to their own medical records and must actively seek to meet these requests as quickly as its record keeping system permits.
12. 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.
13. Be informed regarding less than favorable results of treatment.
14. Know the identity and professional status of individuals providing service to them.
15. Care that includes consideration of psychosocial, spiritual and cultural variables.
16. Have reasonable access to considerate and respectful care.
17. Refuse to participate in research or receive experimental treatment and the right to withdraw from participation at any time.
18. Participate in the consideration of ethical issues that arise in his/her care.
19. Relief of pain when possible.
20. End-of life care that optimizes comfort and dignity, including effective pain management.
21. Qualified interpreter services at no cost to them, not be required to rely on their minor children, other relatives, or friends as interpreters, and file a grievance about the language access services provided them by contacting the LEP Coordinator/Director of Quality Management at (920) 628-9700.
22. Receive the organization's "Notice of Privacy Practices" as required by the HIPAA privacy regulations, which delineates how health information may be used and disclosed, and the patient's rights and providers' legal duties with respect to protected health information.
23. Not be denied appropriate hospital care because of their race, creed, national origin, ancestry, religion, sex, sexual orientation, marital status, age, newborn status, handicap or payment source.
24. To know who has overall responsibility for their care.
25. Except in emergencies, not be transferred to another facility without being given a full explanation for the transfer, provision made for continuing care and acceptance by the receiving facility.
26. Examine his/her hospital bill and receive an explanation of the bill, regardless of source of payment and receive, upon request, information regarding financial assistance available through the hospital.
27. Designate persons who are permitted to visit during his/her hospital stay.

Note: Patients in special care areas such as Alcohol and Other Drug Abuse, Adult Mental Health and Child & Adolescent Mental Health will receive specific information on patient rights and grievances during their admission to those specialized care areas.

All patients have the responsibility to:

- Actively participate in decisions regarding their health care.
- Be as accurate and complete as possible in providing information about their medical history.
- Notify their doctor or nurse regarding concerns about a treatment, or if they feel they cannot or will not follow a treatment plan.
- Notify their doctor or nurse regarding a concern about their hospital or clinic care.
- Ask for clarification when not understanding what is being asked or why it is being asked.
- Be considerate of other patients and staff, respecting their privacy and confidentiality.
- Use hospital or clinic property and equipment for their intended use.

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If you have questions or concerns regarding your rights or care received while at Affinity Health System, contact the Patient Relations Center at (920) 628-9700 and/or the department's director/manager.