

PATIENT RIGHTS & RESPONSIBILITIES

We believe that patients who understand and participate in their treatment achieve better results. Please take a moment and familiarize yourself with your rights and responsibilities as a patient.

You have the right to:

- Know the risks, benefits and alternatives to proposed treatments or procedures
- Choose the physicians or other clinicians who will be providing care or treatment, as well as have information about them
- Receive information in easy to understand terms that will allow for an informed consent
- Privacy regarding medical care
- Participate in the plan of care, including your treatment plan, notifying your family or physician of admission and discharge planning
- Pain management
- Refuse care, treatment, and services in accordance with law and regulation
- Be informed about the outcomes of care, treatment, and services
- Receive information and communication in an understandable manner and preferred language including provision of interpreter and translation services
- Receive information and communication to accommodate vision, speech, hearing, or cognitive impairments.
- Formulate advanced directives and have staff and practitioners comply with those directives
- Reasonable responses to reasonable requests of service
- Leave the medical center against the advice of the physician
- Examine and receive an explanation of the bill for services regardless of the source of payment
- Select providers of goods and services after discharge
- Receive a Notice of Privacy Practices
- Request privacy protection
- Access protected health information in a reasonable time frame
- Amend protected health information
- Request an accounting of disclosures of protected health information
- Be free from any forms of restraint or seclusion as a means of convenience, discipline, coercion, or retaliation
- The least restrictive restraint or seclusion should be used only when necessary to ensure patient safety
- Care regardless of your race, color, religion, sex, national origin, age, ability to pay or disability and any other legally prohibited reasons.
- Receive care in a safe and dignified environment, free from all forms of abuse, neglect, harassment and/or exploitation
- Protection and respect of your rights if you are participating in a human research clinical trial.

- Have a support person during care provided it does not interfere with the rights of other patients or the care process.
- Consent to receive the visitors who you designate, including but not limited to a spouse, a domestic partner (including a same sex domestic partner), another family member, or a friend. You may withdraw your consent to receive any visitor at any time. To the extent this hospital places limitations or restrictions on visitation, you have the right to set any preference of order or priority for your visitors to satisfy those limitations or restrictions. This hospital does not and will not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. This hospital will ensure that the visitors chosen by you will be able to enjoy full and equal visitation privileges, consistent with your preferences.

You have the responsibility to:

- Provide accurate and complete information concerning your present medical condition, past illnesses or hospitalization and any other matters concerning your health
- Tell your caregivers if you do not completely understand your plan of care
- Follow the caregivers' instructions
- Follow all medical center policies and procedures while being considerate of the rights of other patients, medical center employees and medical center properties

You also have the right to:

Lodge a concern with the state, whether you have used the hospital's grievance process or not. If you have concerns regarding the quality of your care, coverage decisions or want to appeal a premature discharge, contact the State Quality Improvement Organization (QIO). Contact information for the state and our QIO is located on the insert at the back of this booklet.

Regarding problem resolution, you have the right to:

Express your concerns about patient care and safety to hospital personnel and/or management (see inserted sheet at the back of this booklet). If your concerns and questions can not be resolved at this level, contact The Joint Commission at 1 (800) 994-6610, by Fax at (630) 792-5636, by e-mail at complaint@jointcommission.org, or by mail at:

Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

YOUR RIGHT TO DECIDE

Under federal and state law, you have the right to choose the medical treatment that you will receive. Normally, your decision about accepting or rejecting different medical treatments is expressed directly from you to your physician. However, you may not always be able to express your preferences. For example, if you were unconscious, you would not be able to directly communicate your medical treatment preferences to your physician. In order to protect your individual preferences and rights, states have enacted laws which allow you to express your wishes about future medical care in writing. These written preferences, called “advance directives,” are designed to enhance your control over medical treatment in the event that you are ever unable to speak for yourself.

This facility is committed to respecting your medical treatment preferences, whether such preferences are communicated directly or by means of an advance directive. It is the policy of the facility to comply with your wishes to the extent permissible under applicable law.

The following information explains advance directives generally. To obtain the legal forms for our state, or if you have additional questions, you should talk to your doctor, nurse, or social worker. If after reading this information, you have complaints concerning the advance directives requirements in this state, you may contact the Medicare State survey and certification agency for your region. Contact information for the state agency is available to you upon request.

Q: What are advance directives?

A: As described above, advance directives are written expressions of your medical treatment preferences which come into effect when you are incapacitated. The forms of advance directives vary from state to state.

Q: Do I have to have an advance directive?

A: No. You are not required to have an advance directive. Your decision not to have an advance directive will not prevent a physician or hospital from caring for you. In fact, physicians and hospitals are prohibited from conditioning the provision of care or discriminating against you based on your advance directive decisions.

Q: Are there preferred forms or types of advance directives? What if I decide I don't want it anymore?

A: You may choose any advance directive that is recognized by our state. Again, if you would like the particular forms for our state, or if you have additional questions, you should talk to your doctor, nurse, case manager or social worker. Generally, advance directives may be revoked by you at any time. The method and manner of the revocation will vary based upon the form. If you have any questions, you should talk to your doctor, case manager, nurse, or social worker.

SPEAK UP HELP PREVENT ERRORS IN YOUR CARE

Everyone has a role in making healthcare safe – physicians, healthcare executives, nurses and technicians. Healthcare organizations across the country are working to make healthcare safety a priority. You, as the patient, can also play a vital role in making your care safe by becoming an active, involved and informed member of your healthcare team. An Institute of Medicine (IOM) report has identified the occurrence of medical errors as a serious problem in the healthcare system. The IOM recommends, among other things, that a concerted effort be made to improve the public's awareness of the problem.

The “Speak Up” program, sponsored by The Joint Commission, urges patients to get involved in their care. Such efforts to increase consumer awareness and involvement are supported by the Centers for Medicare and Medicaid Services. This initiative provides simple advice on how you, as the patient, can make your care a positive experience. After all, research shows that patients who take part in decisions about their healthcare are more likely to have better outcomes.

SPEAK UP HELP PREVENT ERRORS IN YOUR CARE

Speak up if you have questions or concerns, and if you don't understand, ask again. It's your body, and you have a right to know.

- Your health is too important to worry about being embarrassed if you don't understand something that your doctor, nurse or other healthcare professional tells you.
- Don't be afraid to ask about safety. If you're having surgery, for example, ask the doctor to mark the area that is to be operated upon, so that there's no confusion in the operating room.
- Don't be afraid to tell the nurse or the doctor if you think you are about to receive the wrong medication.
- Don't hesitate to tell the healthcare professional if you think he or she has confused you with another patient.

Pay attention to the care you are receiving. Make sure you are getting the right treatments and medications by the right health care professionals. Do not assume anything.

- Tell a nurse or doctor if something doesn't seem quite right.
- Expect healthcare workers to introduce themselves when they enter your room and look for their identification badges. A new mother, for example, should know the person to whom she is handing her baby. If you are unsure, ask.
- Germs are everywhere and sick people can get infections easier. You should expect that everyone who cares for you should have clean hands. If you do not see your nurse, doctor or other caregiver wash their hands or use a waterless alcohol hand cleaner when entering your room, it's ok to ask them if they have cleaned their hands.
- Know what time of day you normally receive a medication. If it doesn't happen, bring this to the attention of your nurse or doctor.
- Make sure your nurse or doctor confirms your identity, that is, checks your wristband or asks your name, before he or she administers any medication or treatment.

Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.

- Ask your doctor about the specialized training and experience that qualifies him or her to treat your illness (and be sure to ask the same questions of those physicians to whom he or she refers you).
- Gather information about your condition. Good sources include your doctor, your library, respected website and support groups.
- Write down important facts your doctor tells you, so that you can look for additional information later. And ask your doctor if he or she has any written information you can keep.

- Thoroughly read all medical forms and make sure you understand them before you sign anything. If you don't understand, ask your doctor or nurse to explain them.
- Make sure you are familiar with the operation of any equipment that is being used in your care. If you will be using oxygen at home, do not smoke or allow anyone to smoke near you while oxygen is in use.

Ask a trusted family member or friend to be your advocate.

Your advocate can ask questions that you may not think of while you are under stress.

- Ask this person to stay with you, even overnight, when you are hospitalized. You will be able to rest more comfortably and your advocate can help to make sure you get the right medications and treatments.
- Your advocate can also help remember answers to questions you have asked, and speak up for you if you cannot.
- Review consents for treatment with your advocate before you sign them and make sure you both understand exactly what you are agreeing to.
- Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition is getting worse and whom to call for help.

Know what medications you take and why you take them. Medication errors are the most common health care mistakes.

- Ask about the purpose of the medication and ask for written information about it, including its brand and generic names. Also inquire about the side effects of the medication.
- If you do not recognize a medication, verify that it is for you. Ask about oral medications before swallowing, and read the contents of bags of intravenous (IV) fluids. If you're not well enough to do this, ask your advocate to do this.
- If you are given an IV, ask the nurse how long it should take for the liquid to "run out."
- Whenever you are going to receive a new medication, tell your doctors and nurses about allergies you have, or negative reactions you have had to medications in the past.
- If you are taking multiple medications, ask your doctor or pharmacist if it is safe to take those medications together. This holds true for vitamins, herbal supplements and over-the-counter drugs, too.
- Make sure you can read the handwriting on any prescriptions written by your doctor. If you can't read it, the pharmacist may not be able to either.

Use a hospital, clinic, surgery center, or other type of health care organization that has undergone a rigorous on-site evaluation against established standards, such as that provided by the Joint Commission.

- Ask about the healthcare organization's experience in treating your type of illness. How frequently do they perform the procedure you need and what specialized care do they provide in helping patients get well?
- If you have more than one hospital or other facility to choose from, ask your doctor which one offers the best care for your condition.
- Before you leave the hospital or other facility, ask about follow-up care and make sure that you understand all of the instructions.
- Go to Quality Check at www.jointcommission.org to find out whether your hospital or other health care organization is accredited.

Participate in all decisions about your treatment. You are the center of the health care team.

- You and your doctor should agree on exactly what will be done during each step of your care.
- Know who will be taking care of you, how long the treatment will last, and how you should feel.
- Understand that more tests or medications may not always be better. Ask your doctor what a new test or medication is likely to achieve.
- Keep copies of your medical records or logs of previous hospitalization and share them with your health care team. This will give them a more complete picture of your health history.
- Don't be afraid to seek a second opinion. If you are unsure about the nature of your illness and the best treatment, consult with one or two additional specialists. The more information you have about the options available to you, the more confident you will be in the decisions made.
- Ask to speak with others who have undergone the procedure you are considering. These individuals can help you prepare for the days and weeks ahead. They also can tell you what to expect and what worked best for them as they recovered.

Five Things You Can Do To Prevent Infection

Avoiding contagious diseases like the common cold, strep throat and the flu is important to everyone. Here are five easy things you can do to fight the spread of infection.

1. Clean your hands.
 - Use soap and warm water. Rub your hands well for at least 15 seconds. Or, at least use alcohol-based hand sanitizers.
2. Make sure health care providers clean their hands or wear gloves.
 - Before they treat you, ask doctors, nurses, dentists and other health care providers if they've cleaned their hands or if they will be wearing gloves.
3. Cover your mouth and nose.
 - When you sneeze or cough, germs can travel 3 feet or more! Cover your mouth and nose to prevent the spread of infection.
4. If you are sick, avoid close contact with others.
 - When seeking medical treatment, ask if there's anything you can do to avoid spreading germs in the waiting room.
5. Get shots to avoid disease and fight the spread of infection.
 - Make sure your vaccinations are current — even for adults.

Five Things You Can Do to Prevent Infection is supported by:
American Hospital Association: www.hospitalconnect.com
Association for Professionals in Infection Control and Epidemiology, Inc.: www.apic.org
Centers for Disease Control and Prevention: www.cdc.gov
Infectious Diseases Society of America: www.idsociety.org
The Joint Commission: www.jointcommission.org
Society for Healthcare Epidemiology of America: www.shea-online.org

MEDICINE SAFETY

SAFETY TIPS & INFORMATION LOG

STEPS TO HELP PREVENT A MEDICATION MISTAKE

At the hospital and clinic

- Share with your doctor a list of your current medicines, vitamins, herbs and supplements. A medications card is attached to this brochure.
- Make sure the doctor or nurse checks your wristband and asks your name before giving you medicine.
- Ask your doctor or nurse how a new medicine will help. Ask for written information about it, including its brand and generic names.
- Ask your doctor or nurse about the possible side effects of your medicines.
- Don't be afraid to tell the nurse or the doctor if you think you are about to get the wrong medicine.
- Know what time you normally get a medicine. If you don't get it then, tell your nurse or doctor.
- Tell your nurse or doctor if you don't feel well after receiving a medicine. If you think you are having a reaction or experiencing side effects, ask for help immediately.
- If you're not feeling well enough to ask questions about your medicines, ask a relative or a friend to ask questions for you and to help make sure you get and take the right medicines.
- If you receive intravenous (IV) fluids, read the contents of the bags of IV fluids. If you're not well enough to do this, ask a relative or friend to do it.
- If you are given an IV, ask the nurse how long it should take for the liquid to run out.
- Ask for a list of your medication. This lists all of the drugs you should be taking. Check it for accuracy. If you're not well enough to do this, ask a friend or relative to help.
- Before you leave the hospital or clinic, make sure that you understand all of the instructions for the medicines you will need to keep taking, and ask any questions you may have about any of your medicines.

ABOUT PAIN

A Guide to Understanding Pain Management

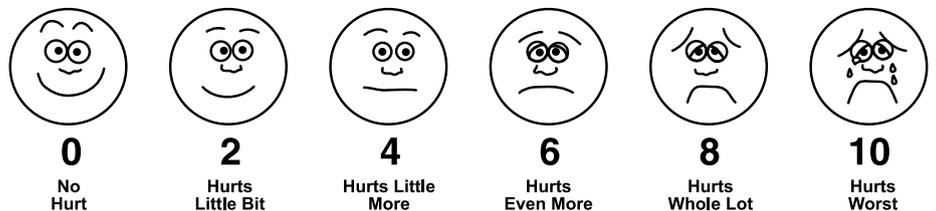
COMMUNICATING PAIN RELIEF

You will be asked to rate your pain on a number scale from 0 to 10. Zero stands for no pain up the scale to 10, which represents the worst possible pain imaginable. Be honest when rating your pain. If the pain medication is not helping, let the nurse and doctor know. Ask your nurse to give your medication before the pain gets worse or is at a pain level above "4." If your pain gets ahead of the medication, you may not have the best level of relief.

PAIN ASSESSMENT: Below is the pain scale being used at our hospital.

What you feel is real and unique to you. Indicate your pain on a scale from 0 to 10.

Wong-Baker FACES™ Pain Rating Scale



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YOU CAN GET BETTER PAIN CONTROL BY DOING THE FOLLOWING

- Ask the doctors and nurses what to expect. Will there be much pain? Where will it occur? How many days is it likely to last?
- Discuss your past pain control experiences with your doctors and nurses.
- Discuss with your doctors and nurses any concerns about pain medicine, including any allergies to medicines or prior substance abuse, and ask about side effects that may occur.
- Learn deep breathing and relaxation exercises.
- Use massage or hot or cold packs to help decrease the pain experience if ordered by your doctor. If you want to listen to music, bring your preferred listening device.
- Take the pain medicine that is ordered.
- Take pain medicine when pain first begins. The pain is better controlled if you do not wait to take pain medicine.
- Take pain medicine before you do an activity that you find makes the pain worse.
- Rate your pain using the pain scale 0-10. Be honest: If the pain medication is not helping, let the doctors and nurses know. The dosage may need to be adjusted.
- Set a pain control goal, such as having no pain that is worse than 3 or 4 on the pain scale.
- Stick with your pain control plan if it is working. Your doctors and nurses can change the treatment if your pain is not under control.

MEDICINE SAFETY

SAFETY TIPS & INFORMATION LOG

Record your medications

	Medication	Dose	Frequency
Prescription			
Over-the-Counter			
Vitamins			
Herbs, dietary Supplements			
Other (alcohol, drugs) homeopathic remedies			

Record Your Medical History

Name _____ Date _____ Home Phone _____

Nearest Relative _____ Phone _____

Your Doctor(s) Name(s) _____ Phone _____

Past/Present Medical Problems and Surgeries

Allergies

PREVENTING FALLS

Hospital patients often fall because they are weak or unsteady due to illness or medical procedures, their medications make them dizzy, or because they've been sitting or lying down for too long. Patient safety is a top concern. Please help us keep you safe by following these guidelines during your hospital stay:

- Do not get out of bed by yourself. Your hospital bed is probably higher and narrower than your bed at home and you can easily fall while trying to get in or out of it. Please use your nurse call button and ask for assistance.
- Keep often-used items—call button, tissues, water, eyeglasses, telephone, TV remote—within easy reach.
- Do not walk in your bare feet. Wear non-skid socks or slippers.
- Make sure your robe or pajamas don't drag on the floor; this may cause you to trip.
- Use the handrails in your bathroom and throughout the hospital at all times.
- Ask your nurse to show you how to properly walk with your IV pole, drainage bags or any other equipment.
- Be sure your wheelchair is locked when getting in or out of it. Never step on the footrest.
- If you see a spill on the floor, report it at once.
- The nurse may apply a colored wristband to let staff know you may need special assistance to keep you safe from falling. Never attempt to get out of the bed or chair without staff assistance, even when family members are there to assist you.

Patients of all ages are at risk of falls because of medications that may make them dizzy, weak or unsteady.

LOWERING YOUR RISK FOR DVT

Deep-vein thrombosis (DVT) occurs when blood clots form in the legs and block circulation. The clots can lodge in your brain, heart or lungs, causing damage or even death.

When you are hospitalized and in bed with limited physical activity, your risk for DVT increases.

Ask your doctor about using compression boots or stockings and/or blood thinners to prevent DVT during your hospital stay.

BE SURE TO TELL YOUR DOCTOR OR NURSE IF YOU HAVE ANY OF THE FOLLOWING WARNING SIGNS OF DVT:

- A leg cramp or charley horse that gets worse
- Swelling and discoloration in your leg, upper arm or neck
- Unexplained shortness of breath
- Chest discomfort that gets worse when you breathe deeply or cough
- Light-headedness or blacking out

STROKE WARNING SIGNS

- Sudden numbness or weakness of the face, arm or leg – especially on one side of the body
- Sudden confusion, trouble speaking or understanding
- Sudden trouble seeing in one or both eyes
- Sudden trouble walking, dizziness, loss of balance or coordination with no known cause
- Sudden severe headache with no known cause

Immediately call 9-1-1 or the emergency medical services (EMS) number so an ambulance (ideally with advanced life support) can be sent for you.

Also, check the time so you'll know when the first symptoms appeared. It's very important to take immediate action. If given within 3 hours of the start of symptoms, a clot-busting drug called tissue plasminogen activator (tPA) may reduce long-term disability for the most common type of stroke.

Guidelines from American Heart Association and American Stroke Association

YOUR SATISFACTION

WE ENCOURAGE YOUR FEEDBACK TO IMPROVE CARE

Your health care is our priority. To determine where improvements are needed, this hospital takes part in the Hospital Consumer Assessment of Health Providers and Systems (HCAHPS) survey. The HCAHPS survey measures your satisfaction with the quality of your care. It is a standardized tool for measuring and reporting satisfaction across all hospitals in the U.S.

After you are discharged from the hospital, you may be selected to participate in the HCAHPS survey.

The telephone survey asks 27 multiple choice questions about your hospital stay.

The **HCAHPS survey** is backed by the U.S. Department of Health and Human Services and is used to improve the quality of healthcare. HCAHPS survey results are made public so hospitals are aware of where changes are needed. The results also enable healthcare consumers to review and compare hospitals before choosing a healthcare provider.

Hospital Compare is a government website that allows users to compare the quality of care provided

by hospitals. The information on www.hospitalcompare.hhs.gov is based on HCAHPS survey results.

The Joint Commission has created quality and safety standards for healthcare organizations. The Joint Commission reviews, accredits, and certifies healthcare organizations that meet their high standards.

Quality reports for all accredited organizations are available on their website, www.qualitycheck.org.

PLANNING FOR DISCHARGE

An important part of your recovery is making sure that after you leave the hospital you get the care you need to get better. A nurse, case manager, social worker or discharge planner will help plan your follow-up care. If you have trouble understanding your discharge plan, including the language being used, ask for translated documents or an interpreter. If you have trouble hearing, ask for instructions in writing.

All patients will be given important directions about their follow-up care, including written instructions. If you follow these directions, you will have a greater chance of getting well faster. You are also less likely to need to go back to the hospital, and maximize your chance for the best possible recovery.

QUESTIONS AND CONCERNS FOR YOUR DOCTOR
