

# Your Rights and Responsibilities as a Patient at Advocate Health Care

## As an Advocate patient, it is your right:

1. To receive health care that addresses your physical, emotional, and spiritual needs.
2. To receive care that respects your values and beliefs and promotes your dignity, personal privacy and safety.
3. To receive care that is free from all forms of discrimination, abuse or neglect.
4. To receive support for your religious and spiritual practices.
5. To have us communicate with you in a way that you understand.
6. To know the names of the person in charge of your care and all those on your care team.
7. To receive the information you need to make informed choices about treatment, to be involved in planning your care, and to request, accept or refuse treatment.
8. To involve persons of your choice in your care.
9. To receive honest and clear information about the outcomes of your care, including those that are unexpected.
10. To receive help with advance care planning so that we can respect your wishes about treatment if you cannot tell us yourself.
11. To have personal and medical information protected as described in *Advocate's Notice of Privacy Practices*.
12. To know when information about you must be shared with others.
13. To have your doctor and a person of your choice promptly told if you are hospitalized.
14. To have your pain assessed and help develop a plan to manage the pain you may have.
15. To have a person of your choice with you during your stay; to have visitors of your choice unless this interferes with the well-being, rights or safety of others, or is not medically indicated in your care; and to have access to others outside the hospital.
16. To help develop the plan for your discharge from the hospital.
17. To receive information about patient and family protective services if needed.
18. To be free from restraint or seclusion unless it is needed for your safety or the safety of others.
19. To access financial services to explain your charges, your bill and your options for financial help if needed.
20. To share concerns or complaints about your care and receive a prompt response.
  - Please contact the hospital operator and ask for *Patient Relations* to share a concern or complaint.
  - You may contact the Illinois Department of Public Health at 800.252.4343 or 800.547.0466 (TTY).
  - The Joint Commission may be reached at 800.994.6610.
21. To be fully informed of, and accept or refuse, any research or trial treatments used in your care.

## As an Advocate patient, it is your responsibility:

1. To provide correct personal and family health information.
2. To follow the plan for your care.
3. To ask questions if you do not understand what we tell you.
4. To be respectful of others' dignity, privacy and safety.
5. To tell us if you want to use another doctor, care giver or facility.
6. To pay for your health care services or the portion of your bill that you owe, tell us if you need help with your bill, and work with the hospital to seek financial help when needed. Please ask for the brochure *Understanding Billing and Financial Assistance*.



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If you would like additional information on your rights and responsibilities as a patient of Advocate Health Care, please ask your care provider for a copy of *Understanding your Rights and Responsibilities: For Those who want to Know More*



# Understanding Your Rights and Responsibilities

*For those who want to know more...*

## Effective Communication

Effective communication with your health care team allows you and your loved ones to be involved in your care. You have the right to receive:

- Free access to qualified interpreters and translators so that you can receive the information you need to participate in your care.
- Information tailored to your age, language and sensory or cognitive ability
- Use of medical vocabulary that you can understand
- Key documents available in languages most commonly used by patients at each Advocate facility

## Care Free from Discrimination

At Advocate Health Care, you have the right to be treated in a manner that respects you and your dignity as a person. We provide health care in an atmosphere free from discrimination based on:

- age
- language
- sexual orientation
- race
- culture
- gender identity or expression
- religion
- size
- socioeconomic status
- ethnicity
- gender
- physical or mental ability

You also have the right to receive care free from all forms of verbal, physical, sexual or emotional abuse, neglect, exploitation, or harassment.

## Partners in Care

As a partner with us in your care, you have the right to make decisions. This includes the right to request, accept or refuse care, treatment or service, and have your loved ones and other persons of your choice involved in your care, to the extent you wish.

Your rights include the freedom to consent or refuse to participate in:

- Recordings, films or pictures made for reasons other than your care
- Research or trial treatments used in your care
- Health care education, which may include students' involvement in your care

For procedures where your written informed consent is required, you have the right to receive information to assist you in making your decision, including:

- Types of treatments available to you and their expected results
- The risks, benefits, and side effects of available treatments and reasonable alternatives
- The likelihood of achieving the desired result, and potential problems that may occur during recovery
- The risks related to not receiving the planned care or treatment

## Restraint and Seclusion

You have the right to be free from restraint or seclusion unless it is needed for your safety or the safety of others. If restraint or seclusion has to be used, it will be stopped as soon as possible.

## Advocacy and Protective Services

Advocate Health Care provides support to patients who may need protective or advocacy services. Examples may include children, the elderly, and victims of abuse. We will provide our patients and their families with resources to help them access needed services.



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# Understanding Your Rights and Responsibilities

*For those who want to know more... (continued)*

## Advance Care Planning

You have a right to identify a person to make health care choices for you if you are unable to make decisions on your own behalf. You may develop written advance directives that document these choices, such as your wishes regarding end of life care. It is your right to:

- Create or change your advance directives, which may include a living will, health care power of attorney, mental health treatment preference declaration or wishes regarding organ donation.
- Obtain help in completing an advance directive. Ask one of your caregivers and assistance will be provided.
- Expect that your wishes will be followed in accordance with the law.

## Privacy and Confidentiality

At Advocate, the privacy of our patients is taken very seriously. At times, we are required by law or regulation to report information about your care to others. This may, for example, include the presence of certain diseases or infections. When this occurs, we will inform you of our obligation to report.

You have the right to refuse visitors. In addition, you may request the presence of a person of your own gender during exams or procedures performed by healthcare professionals.

For more information, please refer to *Advocate's Notice of Privacy Practices*.

## Promoting the Rights of All Patients

It is our responsibility to support the rights of all patients receiving care at Advocate. We will do our best to accommodate your personal or cultural values, beliefs and preferences, unless doing so interferes with the well-being, rights or safety of others, or is not medically indicated in your care. For example, this includes your right to:

- Support for religious and other spiritual practices
- Having a person of your choice with you during your stay
- Visitors of your choice
- Use of personal clothing and possessions while in the hospital

## We Welcome Your Feedback

At Advocate Health Care, we listen carefully to the questions, comments and concerns of our patients, their family members and loved ones. Patients who express a concern or complaint will not have their care compromised in any way. It is always our goal to provide you with the best care possible.



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