



## **Patient Rights and Responsibilities**

### **Patient/Patient's Representative Rights**

The patient or patient's representative (as allowed under state and federal law) has the following rights:

- To be given access to treatments and facilities regardless of race, color, religion or national origin or ancestry, sex, sexual orientation, age, marital status, veteran status, physical or mental handicap/disability, or any other classification protected by applicable law.
- To accommodation of any special needs or disabilities including provision of interpretive assistance or assistive devices.
- To be respected as an individual deserving competent, private and compassionate care. The patient is entitled to know the names of his/her health care team members as well as their level of training and their role in the patient's care.
- To receive pastoral care and/or spiritual services as desired.
- To receive care and treatment consistent with sound nursing, medical, and rehabilitation practices in a safe setting free of abuse or harassment of any kind. Patients' requests for preferences will be considered in patient care assignments as feasible. When intimate care is provided, consideration for providing two caregivers should be considered.
- To access protective and advocacy services.
- To be free from seclusion and restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
- To be informed of his/her health status, condition and proposed treatment, to be involved in care planning and treatment, and to make informed decisions regarding his/her care.
- To be informed about the outcomes of care, treatment, and services, including unanticipated outcomes.
- To participate in the development and implementation of his/her plan of care.
- To pain management.
- To request or refuse treatment to the extent permitted by law. The patient does not have the right to demand services deemed medically unnecessary or inappropriate.
- To request a consultation or second opinion from another physician as well as to change physicians, hospitals or outpatient centers.
- To have a family member or representative and the patient's physician notified of admission.
- To participate in research studies after receiving an explanation of the nature and possible consequences of the research before it is conducted and after giving informed consent. To refuse to participate in research studies without such refusal affecting care.
- To consent to, or refuse to consent to, being filmed or recorded without such a decision affecting the health care received.
- To request and participate in an ethics consultation.
- To know the approximate cost of hospital or outpatient services or whether a service is covered by Medicare or other insurer, before admission or treatment, and to examine and receive a reasonable explanation of the patient's total bill for services rendered by his/her physician or health care provider, including the itemized charges for specific services received.
- To have their end-of-life wishes honored by their caregivers.
- To personal privacy and to the confidentiality of his/her medical records and information (to the extent provided by law).
- To inspect, copy and to request amendments to the patient's medical information and to have access to his/her medical record in the presence of a physician while hospitalized. After discharge, the patient may request a copy of his/her medical record.
- To request restrictions or limitations on the medical information LUHS uses or discloses about the patient.
- To receive confidential communications (i.e., that LUHS only contact the patient in a certain manner or at a certain location) from LUHS.
- To an accounting of disclosures required by the Health Insurance Portability and Accountability Act's Privacy Rule.
- To discuss any dissatisfaction with the care received, or any concerns about patient care and safety. We are committed to your satisfaction with care and services you receive at Loyola. Please discuss dissatisfaction or concerns about the quality or safety of patient care with your nurse, physician, Patient Relations at (708) 216-5140, or by calling (708) 327-SAFE, the Loyola Safety Line. You may also report your concerns directly to the Illinois Department of Public Health at 525 W. Jefferson St., Springfield, IL, 62761-0001, Fax (217) 782-0382 or call (800) 252-4343. TTY – (Hearing Impaired use only) (800) 547-0466 or to the Joint Commission for the Accreditation of Healthcare Organizations at (800) 994-6610.
- To complain if the patient believes his/her privacy rights have been violated. For privacy related complaints, the patient should be referred to Patient Relations. The patient may also contact the Secretary of the Department of Health and Human Services, 200 Independence Avenue, S.W., Washington, D.C. 20201 Telephone: 202-619-0257, Toll Free: 1-877-696-6775, <http://www.hhs.gov/ContactUs.html>.
- To receive a written statement at time of admission of all the above rights if you are admitted to LUHS or as soon thereafter as the condition of the patient permits.
- To receive a copy of Loyola's Notice of Privacy Practices upon the patient's first visit to LUHS after April 14, 2003.

### **Patient/Patient's Representative Responsibilities**

The patient or the patient's representative has the following responsibilities:

- To provide an accurate and complete medical history upon admission.
- To abide by LUHS policies as found in the Patient Information Guide.
- To follow the treatment plan and inform the medical team of any changes in condition.
- To be responsible for the outcomes if the care, treatment, and service plan is not followed.
- To ask questions if information is not understood.
- To treat other patients and LUHS staff with concern and respect.
- To provide timely payment for services provided.
- To tell us if you have Durable Power of Attorney for Healthcare or Legal Guardianship of the patient.

Any questions or concerns regarding the above rights and responsibilities should be directed to the Director of Patient Relations at (888) LUHS-888