

PATIENT RIGHTS & RESPONSIBILITIES



Healthcare evolving for life

1050 Division Street | Mauston, WI | 608-847-6161

OUR MISSION:

Mile Bluff Medical Center is committed to providing compassionate and progressive care, improving the health and wellness of the community, and going beyond expectations in healthcare today and always.

RIGHTS:

You have the right to expect your care to be delivered in a professional and ethical manner. The following information outlines your rights as our patient. If you are a minor or are unable to participate in your care, these rights apply to your legal representative.

YOU HAVE THE RIGHT TO CONSIDERATE AND RESPECTFUL CARE

It is your right to:

- receive high-quality treatment and continuity of care
- have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected within the limits of the law – without compromising your care or the care of other patients
- receive appropriate care regardless of your race, color, national origin, age, disability, sex, religion, political beliefs, sexual orientation, filing of a prior civil rights complaint or source of payment
- ask all personnel involved in your care to introduce themselves, state their role in your care, and explain what they are going to do for you
- have your pain assessed appropriately and managed effectively
- be cared for in an environment that provides personal privacy and preserves your dignity, including:
 - maintaining discretion during conversations with your doctor and other healthcare providers, both during examinations and during treatment
 - closing the curtain around your bed or closing the door when you want privacy
 - adhering to your right to request no visitors or phone calls, or to designate who may visit or call you during your stay
 - restricting visitors or phone calls when you request not to be listed on the “patient directory” while at Mile Bluff
 - providing access to a telephone for private conversations, as appropriate, to the care you are receiving
 - complying with your choice to give or withhold informed consent to produce or use recordings, films or other images of you, for purposes other than provided care

YOU HAVE THE RIGHT TO RECEIVE CARE IN A SAFE SETTING

Being in an unfamiliar setting and in need of medical care can make some patients feel vulnerable. We want you to feel secure and to know that we will work to keep you safe.

You have the right to:

- receive care that is free from abuse, harassment, neglect and exploitation
- access protective and advocacy services upon request
- be free from restraints or seclusion, that are not medically necessary, unless applied for custodial reasons by law enforcement
- be given visitation privileges, when appropriate, regardless of your race, color, national origin, age, disability, sex, religion, political beliefs, sexual orientation, filing of a prior civil rights complaint or source of payment
- have your own healthcare provider, and a family member/representative of your choosing, promptly notified of your admission to the hospital

YOU HAVE THE RIGHT TO INFORMATION ABOUT TREATMENT AND SERVICES

You cannot make decisions about your health without adequate information. Therefore, you have the right to:

- receive information in a manner that you can understand – if you are blind, visually-impaired, deaf, hard-of-hearing, or have limited English proficiency, every effort will be made to communicate effectively with you, including the use of an interpreter or other translation assistance; you may also decline the use of interpreter services
- be informed about your health status – including your diagnosis, treatment options and alternatives, the benefits and risks or treatment alternatives, and the probable outcome
- be informed of any experimental or research activities that may be involved in your treatment; you will be asked if you wish to participate in these
- participate in, or refuse to participate in, activities
- access and request amendments to the information contained in your medical record, within a reasonable time frame; you may review your medical record with a healthcare provider to have the information explained
- be given notice of beneficiary discharge rights, notice of non-coverage rights, and the right to appeal discharge you feel is too soon
- examine your hospital bill and to have it explained to you

YOU HAVE THE RIGHT TO PARTICIPATE IN THE DEVELOPMENT AND IMPLEMENTATION OF YOUR PLAN OF CARE

We believe that patients who participate in their healthcare achieve better results.

Therefore, we encourage a partnership between you and your healthcare team at Mile Bluff.

As a partner in your care, you have the right to:

- make informed decisions regarding your care
- give informed consent prior to the start of any test, surgery, procedure or treatment
- request, and participate in, the evaluation and planning for discharge
- receive a full explanation for the transfer to another facility, provision being made for continuing care, and acceptance by the receiving institution (except in emergencies)
- refuse any procedure or treatment in accordance with law and regulation
- request treatment, unless deemed medically-unnecessary or inappropriate by your provider
- have issues addressed related to end-of-life decisions
- discontinue current treatment – if you elect to refuse treatment, you will be informed of the medical consequences of your decision
- have an advance medical directive (healthcare power of attorney or living will) and to have hospital staff and practitioners comply with these wishes

We understand that you and your family may find it necessary to make difficult treatment choices while you are here. We respect your right to make an individual decision that is based on your personal beliefs and values, as well as the available medical information. If there is a disagreement about your care that cannot be resolved through discussion with caregivers, or if difficult ethical issues arise, Mile Bluff's Ethics Committee is available to patients, families and caregivers. The group serves as a forum for discussion and problem-solving. You may ask your healthcare provider to contact a member of the Ethics Committee.

YOU HAVE THE RIGHT TO CONFIDENTIALITY OF YOUR MEDICAL RECORDS

You are assured confidential treatment of your written and electronic medical records. You may approve or refuse their release to any individual outside the Mile Bluff organization. You have the right to know that your medical records can be released without written consent, but only under the following circumstances:

- to the physicians who admitted you to Mile Bluff
- as required by court order
- to medical personnel, in the case of a medical emergency
- as required for third party payers such as insurance companies and Medicare
- to any other authorized legal representative

Information regarding your medical condition, treatment and prognosis will not be discussed with friends or family members without your consent.

YOU HAVE THE RIGHT TO HAVE CONCERNS AND COMPLAINTS HEARD

If you are not satisfied with the quality of care and services you receive, you have the right to voice your concerns, and to be assured that a complaint will in no way compromise your access to care. If you do have a complaint, or you feel your rights are not being respected, please let your healthcare provider know, or ask to speak to a department director, or contact the patient advocate at x4810 or 608-847-1841.

You also have the right to file a grievance with the following agencies:

Wisconsin Department of Health & Family Services - Division of Quality Assurance
PO Box 2969 | Madison, WI 53701 | 608-266-8481 | www.dhs.wisconsin.gov

The Joint Commission - Office of Quality Monitoring

MAIL: One Renaissance Boulevard | Oakbrook Terrace, Illinois 60181

SUBMIT CONCERN ONLINE: Visit www.jointcomission.org, and use the "Report a Patient Safety Event" link in the "Action Center" on the home page of the website.

FAX: 630-792-5636

YOUR RESPONSIBILITIES

In addition to your rights, you also have responsibilities. As a member of the healthcare team, it is important that the information you provide is accurate and that the hospital rules and regulations are followed.

You have a responsibility to:

- ask for clarification of things you do not understand.
- provide accurate and complete information about your present health status, your medical history, medications, and advance medical directives.
- follow instructions regarding your care plan. If you have questions or disagree with the plan, you should express your concern so the plan can be adjusted, if possible. If adaptations to care are not recommended, you will be informed of the consequences of failing to follow the plan. You have the responsibility of accepting the consequences of failure to follow the care, treatment and service plan.
- respect the privacy of others. It is important to be considerate of other patients by observing their right to privacy, limiting your visitors, and maintaining a quiet atmosphere. Telephones, televisions, radios, and lights should be used in a manner agreeable to others.
- meet your financial commitments to the hospital.