

STATEMENT ON PATIENT'S RIGHTS AND RESPONSIBILITIES

The Morris Hospital & Healthcare Centers presents a statement on the patient's rights and responsibilities with the expectation patients have a fundamental right to considerate and respectful care that safeguards their personal dignity and respects their cultural, psychosocial, and spiritual values. Understanding and respecting these values guide the provider in meeting the patients' care needs and preferences and will contribute to more effective patient care and greater satisfaction for the patient, his physician, and the hospital organization. Morris Hospital & Healthcare Centers complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age disability or sex. It is recognized that the basic rights of human beings for independence of expression, decision and action take on a new dimension during sickness, and especially in an organizational structure. It is in recognition of these concerns that Morris Hospital & Healthcare Centers affirms its responsibility to endeavor to assure that these rights are preserved for patients. Morris Hospital & Healthcare Centers respects a patient's right to delegate his/her right to make informed decisions to another person (as allowed under State Law).

Patient's Rights:

- A.** The patient or his/her representative has the right to participate in the development and implementation of his or her plan of care.
- B.** The patient or his /her representative has the right to make informed decisions regarding his or her care. The patient's rights include being informed of their health status, being involved in care planning and treatment, and being able to request or refuse treatment. This right is not a mechanism to demand treatment or services deemed medically unnecessary or inappropriate.
- C.** The right to formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
- D.** The right to have a family member or representative of his or her choice and his or her own physician notified promptly of his or her admission to the hospital.
- E.** The right to personal privacy.
- F.** The right to receive care in a safe setting.
- G.** The right to be free from all forms of abuse or harassment.
- H.** The right to the confidentiality of his or her clinical records.
- I.** The right to access information contained in his or her clinical records within a reasonable time frame.
- J.** The right to 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.
- K.** The right to be fully informed of and consent or refuse to participate in any unusual, experimental or research project without compromising his/her access to services.
- L.** The right to know the professional status of any person providing his/her care/services.
- M.** The right to know the reason for any proposed change in the professional staff responsible for his/her care.
- N.** The right to know the reasons for his/her transfer either within or outside the hospital.
- O.** The right to know the relationship(s) of the hospital to other persons or organizations participating in the provision of his/her care.
- P.** The right of access to the cost, itemized when possible, of services rendered within a reasonable period of time.
- Q.** The right to be informed of the source of the hospital's reimbursement for his/her services, and of any limitation which may be placed upon his/her care.
- R.** To be informed of the right to have pain treated as effectively as possible.
- S.** To be informed of the policies and procedures of the hospital regarding the visitation rights of patients, including those setting forth any clinically necessary or reasonable restriction or limitation that the hospital may need to place on such rights and the reason for the clinical restriction or limitation. To inform the patient (or support person, where appropriate, of the right, subject to his or her consent, to receive the visitors whom he or she designates, including, but not limited to, a spouse, a domestic partner (including a same sex domestic partner, and other family member, or a friend, and his or her right to withdraw or deny such consent at any time. Not restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. To ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences.

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- T. The patient's family has the right of informed consent for donation of organs and tissues.

Patient Responsibilities:

- A. The safety of healthcare is enhanced by the involvement of the patient as a partner in the healthcare process. A patient has the responsibility to provide, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his health. He/She has the responsibility for reporting perceived risks in their care and unexpected changes in his condition to the responsible practitioner. A patient is responsible for making it known whether he/she clearly comprehends a contemplated course of action and what is expected of him/her. The patient and family help the hospital improve its understanding of the patient's environment by providing feedback about service needs, expectations and safety issues.
- B. A patient is responsible for following the care, service or treatment plan recommended by the practitioner primarily responsible for his/her care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders, and as they enforce the applicable hospital rules and regulations. The patient is responsible for asking questions when they do not understand what they have been told about their care or what they are expected to do. The patient should express any concerns they have about their ability to follow and comply with the proposed care plan or course of treatment. The patient is responsible for keeping appointments and when he/she is unable to do so for any reason, for notifying the responsible practitioner or the hospital.
- C. The patient is responsible for outcomes if they do not follow the care, service or treatment plan.
- D. The patient is responsible for assuring that the financial obligations of his/her healthcare are fulfilled as promptly as possible.
- E. The patient is responsible for following hospital rules and regulations concerning patient care and conduct.
- F. The patient is responsible for being considerate of the rights and safety of other patients and hospital personnel, and helping control of noise and disturbances, following smoking policies and limiting the number of visitors. The patient is responsible for being respectful of the property of other persons and of the hospital.
- G. The patient or his/her surrogate is responsible for notifying healthcare providers of the patient's Durable Power of Attorney for Healthcare or Living Will and its amendment or revocation. This document must be presented.

Rights and Responsibilities of Neonatal, Pediatric and Adolescent Patients:

- A. The parents or legal guardians of neonatal, pediatric and adolescent patients shall assume the aforementioned rights and responsibilities on their behalf.

Patients will be made aware of their right to voice concerns and complaints in the following manner via the Patient Rights and Responsibilities handout, including:

- A. The hospital takes quality of care very seriously and encourages patients or patient representatives to contact hospital management with any concerns as soon as they arise. Please feel free to contact the manager of the department, or the Risk Manager at 815-705-7701 if you have any concerns about safety or quality of care issues. The house supervisor can assist you during the evening and midnight shifts.
- B. If concerns cannot be resolved through the hospital, patients or patient representatives may contact the Illinois Department of Public Health, Central Complaint Registry, at 800-252-4343, (for hearing impaired use TTY 800-547-0466) or write to the Illinois Department of Public Health, Division of Healthcare Facilities, 525 W. Jefferson St., Springfield, IL 62761-0001 or fax: 217-782-0382.
- C. A Medicare beneficiary may call the Medicare Quality Improvement Organization at 888-524-9900.
- D. Patient or patient representatives can also file a civil rights complaint with the U.S. Department of Health and Human Services, office for Civil Rights electronically at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at: 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C.20201. 1-800-368-1019, 1-800-537-7697 (TDD).

Interpretive Services

Morris Hospital & Healthcare Centers provides language interpretation 24 hours a day at no cost to the patient. These services are available upon request or as identified by a healthcare provider or call 815-705-7490.