

# Patient Rights

You have certain rights and responsibilities as a patient in a Minnesota hospital. These rights and responsibilities help you take an active role in your health care and promote your well-being and recovery.

## As a patient at Hutchinson Health, you can expect:

1. Considerate, respectful, and compassionate care regardless of your age, race, gender, religion, national origin, sexual orientation, or physical or mental disability.
2. To be told of the names of the doctors, nurses, and other health care members directly involved in your care.
3. To receive information about your health status, diagnosis, prognosis, treatment, and expected results in terms you can understand.
4. To make decisions about your plan of care before and during treatment, when medically possible. The facility shall make a reasonable effort to notify either a family member or a person you designate in writing as the person to contact in an emergency. If the facility is unable to notify a family member or designated emergency contact within 24 hours after the admission, the facility shall notify the county social service agency or local law enforcement agency that you have been admitted and the facility has been unable to notify your emergency contact.
5. To be able to make health care decisions in advance. If you provide us with a copy of your Advance Directive, we will respect your wishes to the extent permitted by law and hospital policy. If you do not have an Advance Directive, we will provide you with information about an Advance Directive, and assist you in completing one, if desired.
6. That you have the right to leave the hospital against the advice of your doctor. If you choose to do so, the hospital and doctors will not be responsible for any medical consequences which may occur.
7. Appropriate assessment and management of pain, information about pain, pain relief measures, and to participate in pain management decisions.
8. Confidential treatment of all communications and records pertaining to your care and stay in the hospital.
9. Personal privacy.
10. To receive care in a clean and safe environment.
11. That if you are asked to participate in a research study related to your illness, you can decline to participate in or withdraw from that study at any time.
12. To be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience, or retaliation by staff.
13. To receive help identifying sources of follow up care.
14. To be informed about any payments made to your bills. You have the right to request a summarized list of charges and to obtain information about those charges.
15. Current facility policies, inspection findings of state and local health authorities, and further explanation of the written statement of rights be available to patients, advocates, and chosen representatives upon request.
16. Assistance in resolving complaints or grievances regarding your treatment. The name and telephone number of the Service Area Manager or Supervisor will be provided to you upon request.
  1. We are a Joint Commission-accredited facility. If your concern is not resolved to your satisfaction, you have the right to request a review by The Joint Commission by fax 630-792-5636 or mail the Office of Quality and Patient Safety, The Joint Commission, One Renaissance Blvd, Oakbrook Terrace, IL 60181
  2. Minnesota Board of Medical Practice, 2829 University Ave. SE, Suite 500, Minneapolis, MN 55414; 1-800-657-3709
  3. Office of Health Facility Complaints, 85 East Seventh Place, Suite 220, PO Box 64970, St. Paul, MN 55164; 1-800-369-7994
  4. Office of Ombudsman for Long-Term Care, PO Box 64974, St. Paul, MN 55164; 1-800-657-3591
  5. Minnesota Attorney General's Office 651-296-3353 or 1-800-657-3787

# Patient Rights (continued)

## As a patient at Hutchinson Health, you can expect:

1. Providing accurate and complete information about present and past illnesses, hospitalizations, medications, and other matters relating to your health.
2. Providing complete and accurate information including full name, address, home telephone number, date of birth, Social Security number, insurance carrier, and employer, when it is necessary.
3. Reporting unexpected changes in your condition to your doctors and nurses.
4. Asking questions when you do not understand your treatment or what is expected of you.
5. Following the treatment plan recommended by your health care team.
6. Your actions if you refuse treatment or do not follow your health care provider's instructions.
7. Keeping appointments and, when you are unable to do so for any reason, notifying the health care provider or health care facility.
8. Ensuring that the financial obligations of your health care are fulfilled as promptly as possible.
9. Complying with the hospital's rules and regulations affecting patient care and conduct.
10. Being considerate of the rights of the other patients and hospital personnel, and assisting in the control of noise and number of visitors.
11. Being respectful of the property of other persons and the hospital.
12. Leaving valuables at home and bringing only those items necessary during your hospital stay.