



Patient's Rights and Responsibilities



Your right to quality care and safety

You have the right:

- To the highest quality health care from people whose training makes them experts in their fields.
- To the safest and most effective treatment possible.
- To know the name of your doctors, nurses and others involved in your care and what their jobs are.
- To pain relief.
- To receive care in a safe setting.
- To be free from all forms of abuse or harassment.

Your right to respect and privacy

You have the right:

- To be treated with respect. It doesn't matter whether you are male or female, what race or religion you are, what country you come from, what your personal beliefs are or whether you can pay for your care. You will not be denied care based on any of the above.
- To privacy about your medical care. Your doctors, nurses and others are not allowed to talk about your care or write to others about your care unless you say it's okay. This includes all talks and visits with the doctor and caregivers, tests and treatment. Your hospital/facility and doctors are allowed to release information to the insurance or government health program paying for your care, or as required by law.



- > Respect
- > Privacy
- > Quality Care



www.thedacare.org

PS9279/DK Rev. 9/18 ThedaCare Print Center

Patient’s rights and responsibilities

Your right to make decisions about your care

You have the right:

- To know everything there is to know about your care and to have your doctor tell you what’s going on in ways you can understand.
- To understand all facility rules and what they mean for your care.
- To be involved with your pain management program.
- To understand what could happen to you and to give your okay in writing before you receive any treatment or procedure that may be potentially risky, except in an emergency. This is “informed consent.”
- To say in writing how you wish to be treated if you become unable to tell the doctor or other caregivers what you want. This is an “advance directive.”
- To say in writing whether you want your family or someone else to help make decisions about your care, especially if you become unable to decide for yourself. This is a “durable power of attorney for health care.”
- To say yes in writing before taking part in a medical research program or donor program. Your doctor must ask you or your legal guardian (person responsible for you) if it’s okay. You or your legal guardian can say no at any time even if you already said yes.
- To say no to any drug treatment or procedure offered to you by your doctor or this hospital. However, your doctor must tell you what could happen to your health if you say no to the treatment or procedure.

- To ask another doctor other than your own for an opinion about your medical care. This is a “second opinion.” You are responsible for paying the doctor’s bill for the “second opinion” if your insurance does not pay for it.
- You have the right to have your pain controlled.
- To exercise your rights without being subjected to discrimination or reprisal. If the patient is adjudged incompetent under applicable State health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient’s behalf. If a State court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with State law may exercise the patient’s rights to the extent allowed by State law.
- To be provided a full explanation for the need to be transferred to another facility prior to the transfer (except in emergencies), to ensure provisions are in place for your continuing care, and acceptance by the institution receiving you as a transfer patient.

Your rights after your stay

You have the right:

- To be told if your doctor thinks you should move to another hospital/facility or nursing home. You must be well enough to be moved. Also, the doctor must tell you or your legal guardian why you should move and what other choices you have. The other hospital/facility or nursing home must agree to take care of you.
- To find out from your doctor and other members of your care team about the care you need when you leave the hospital/facility.

ThedaCare wants you to be well informed, active in your treatment options and communicate openly with your health care team. As a patient we want you to know your rights as well as your responsibilities.

Your rights regarding billing and charges

You have the right:

- To see your bill and be told what the charges mean.
- To meet with someone who can help you decide how to pay for your care and any programs that may help you.

Your responsibilities

You have the right:

- To tell the hospital and your doctor the truth about your health and any changes in your condition, as best you can.
- To ask questions if you do not understand what your doctor or other caregivers are telling you about your care, procedures, treatment or anything else they tell you.
- To tell your doctor or other caregivers if you can’t do what they tell you as part of your treatment or if you won’t do what they tell you as part of your treatment. You are responsible for what happens to your health if you don’t do what your doctor says or if you say no to treatment.
- To treat other patients with respect at all times.
- To treat your doctor and other caregivers with respect at all times.

The Medicare Beneficiary Ombudsman

The office of the Medicare Ombudsman (OMO) helps people with Medicare with complaints and grievances. Information requests can be found on this website:

www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html

Please tell us

Should you have any concerns regarding patient safety and your care, you can contact:
Risk Management Coordinator
920.738.6284

Should you wish to file a grievance with the state agency, direct your correspondence to:
Bureau of Quality Assurance
PO Box 2969
Madison, WI 53701-2969
Phone 608.266.0224

You may also file a grievance with The Joint Commission if you feel your concern regarding patient safety or quality has not been appropriately addressed. Patient safety concerns can be reported to The Joint Commission:

- At www.jointcommission.org, using the “Report a Patient Safety Event” link in the “Action Center” on the home page of the website
- By fax to 630.792.5636
- By mail to: Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181