

Patient Responsibilities

For our hospital to provide you with the best care possible, *you need to:*

- Provide accurate and complete information about present concerns, past illnesses, hospitalizations, medications and other health-related things.
- Report changes in your medical condition.
- Ask questions if you do not understand care, treatment or services.
- Provide a copy of your Advance Directive if you have one.
- Show mutual respect by being civil in interactions with providers and staff.
- Follow instructions, policies, rules and regulations to support quality care and a safe environment for all.
- Be considerate of other patients, visitors and hospital staff and others' property.
- Follow health care professionals' recommendations for smoking cessation, weight reduction and diet.
- Follow plan of care or accept responsibility for the outcomes if you do not follow instructions.
- Leaving against medical advice makes you responsible for outcomes resulting from not following the recommended treatment plan.
- Follow rules and regulations regarding infection control and patient safety.
- Provide honest feedback about our services and expectations.
- Restrict minors in certain areas.
- Restrict use of cell phone next to critical care equipment.
- Meet your financial commitments and ask questions if you need information.
- Ensure that the hospital has correct billing information.

Your Right to Make a *Complaint* and the *Resolution Process*

You have the right to be informed of the complaint process, to know what department or agency to contact to file a complaint, to a fair, prompt and objective review and resolution of any grievance. You will not be subject to retribution for filing a complaint. If needed, arrangements can be made for an interpreter. Staff from *Pastoral Care* or *Case Management* act as your advocates. At *St. Mary's Hospital Medical Center* call *Pastoral Care* at 920-498-4281, at *St. Vincent Hospital*, call *Pastoral Care* at 920-433-8162. At *St. Clare Memorial Hospital* call *Pastoral Care* at 920-848-8505.

St. Mary's and *St. Vincent's Case Management* can be reached at 920-433-8638. *Patient Advocate* at *St. Nicholas* can be reached at 920-459-4620 or *Spiritual and Pastoral Care Services* can be reached at 920-459-4616. To have your concerns regarding quality of care or premature discharge referred to the appropriate quality improvement organization, see the list below.

Hospital

Any patient or patient's family member may file a complaint with a member of the hospital staff. We respond to complaints to seek resolution. Complaints related to quality or discrimination are processed in the *Risk Management Department* 920-884-5719. Financial complaints are handled through the *Patient Financial Services Department* 920-884-5637. Complaints related to privacy are processed with the *Privacy Officer* at 920-433-8513 or in writing at: *Privacy Officer, Responsibility Department*, P. O. Box 13508, Green Bay, WI. 54307-3508.

Local

For abuse, neglect or safety issues with patients, contact *Brown County Human Services*, 920-448-6000 or *Sheboygan County Health and Human Services* contact 920-459-6400.

State

You may contact the Wisconsin Department of Health Services – Bureau of Health Services of the Division of Quality Assurance at 1-800-642-6552 at any time.

Federal

If you believe your privacy or patient rights were violated, you may file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights, 233 North Michigan Avenue, Suite 240, Chicago, IL 60601 or call 800-368-1019.

The Joint Commission

To report any concerns or to register a complaint with *The Joint Commission*, a hospital accreditation organization, contact 800-994-6610.

Compliance

We prohibit discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, gender, sexual orientation, and gender identity or expression. We comply with the equal opportunity policy and standards of the Department of Workforce Development, Department of Health and Family Services and all applicable State and Federal statutes and regulations relating to nondiscrimination in service delivery.

Mission

To reveal and embody Christ's healing love for all people through our high quality Franciscan health care ministry.

St. Vincent Hospital 835 S. Van Buren Street
Green Bay, WI 54301

St. Mary's Hospital Medical Center 1726 Shawano Avenue
Green Bay, WI 54303

St. Nicholas Hospital 3100 Superior Avenue
Sheboygan, WI 53081

St. Clare Memorial Hospital 855 S. Main Street
Oconto Falls, WI 54154

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stvincenthospital.org
stmgb.org
stnicholashospital.org
stclarememorial.org

patient and family rights and responsibilities



one family

HSHS St. Vincent
St. Mary's
St. Nicholas
St. Clare

While you are a patient at our hospital, we will treat you with the respect due each person. You are *entitled to high quality care* that responds to your physical, emotional, social, psychological, and spiritual well being.

Rights Related to *Respect and Dignity*

- To be informed of your rights in writing.
- To dignified and respectful treatment of your unique personal and health needs.
- To an environment and treatment that protects your rights, supports dignity, and contributes to a positive self image.
- To respect for your cultural and personal values, religious and spiritual beliefs and preferences important to you.
- To ask for emotional, spiritual and pastoral support.
- To religious or spiritual services and to ask your clergy person to visit.
- To keep and use personal clothing and possessions if medically allowed.
- To have a family member or someone you choose notified promptly of your admission to the hospital.
- To have a family member, friend or another present for emotional support during your stay.
- To have your hospital room respected as your home.
- To receive visitors you designate and have access to phone and mail.
- To withdraw or deny your consent to visitors.

Rights Related to *Access to Care*

- To have access to treatment that is available and medically appropriate, regardless of age, race, ethnicity, national origin, ancestry, creed/religion, culture, language, physical or mental disability/handicap, socioeconomic status, marital status, gender, sexual orientation, gender identity, expression, newborn status or source of payment.
- To an environment of care.
- To service with or without an Advance Directive.

- To know the financial consequences of using uncovered services or out of network providers.

Privacy and Confidentiality Rights

- To personal privacy.
- To receive a copy of our Notice of Privacy Practices.
- To confidentiality of medical information.
- To access your medical record and request changes if it is not correct, relevant, or complete.
- To access information in your clinical records within a reasonable time period.
- To ask for information on disclosures of your health information, in accordance with law and regulation.
- To give or withhold informed consent to produce or use recordings, films, or other images for purposes other than your care.

Pain Management Rights

- To have resources to recognize your pain.
- To have your pain believed and managed.
- To have your pain assessed and reassessed.
- To have a pain management plan of care.

Rights Related to *Safety*

- To receive care in a clean and safe place.
- To have allegations, observations and suspected cases of neglect, exploitation, and abuse that occur within the hospital evaluated by the hospital.
- To be free from neglect, exploitation, harassment, abuse and potential abuse situations while you are receiving care, treatment and services.
- To access protective and advocacy services.
- To names, addresses, and phone numbers of patient advocacy groups when requested.

Rights Related to *Communication*

- To effective communication.
- To receive information suited to your age and language in a way that you can understand.
- To receive information in a way that meets your needs for vision, speech, hearing or cognitive assistance.
- To hospital-provided interpreter services.
- To accurate and easily understood information about your health care.

- To know what to expect during your hospital stay.
- To talk privately with health care providers and have your health care information protected.
- To voice concerns about quality of care and receive a timely response.
- To communicate with administration if you desire.
- To evaluation of any concerns about your stay.

Rights Related to *Care, Treatment and Services*

- To know the name of the physician, clinical psychologist, or other practitioner who has primary responsibility for your care, treatment or services.
- To have your physician promptly notified of your admission to the hospital.
- To know and understand your condition, diagnosis, and prognosis.
- To participate in the development and implementation of your plan of care and decisions about your care.
- To respect your health care goals and to know the likelihood of achieving them.
- To have a surrogate decision maker involved in your decisions if you are unable to make decisions about your care.
- To make informed decisions with your doctor and give or withhold consent for care, after a discussion of risks, benefits, and potential side effects and the risks related to not receiving the proposed care, treatment and services.
- To know what to expect from your treatment and any long-term effects it might have on your quality of life.
- To be notified of unanticipated outcomes of care, treatment and services, including injury or error.
- To have your family involved in your care to the extent you or your surrogate decision maker permit in accordance with law and regulation.
- To an appropriate level of care or service.
- To know of problems that might occur during recuperation.
- To freedom from unnecessary medication and restraints.
- To request care, treatment and services.
- To refuse care, treatment and services in accordance with law and regulation.
- To request, accept or refuse to participate in clinical research.

- To receive information and help in deciding whether or not to participate in the research by receiving an explanation of the purpose of the research, the expected duration of the patient's participation, a clear description of the procedures to be followed, a statement of the potential benefits, risks, discomforts, and side effects, and alternative care, treatment, and services available to the patient that might prove advantageous to the patient.
- To know if your treatment is experimental or part of a research study.
- Except in an emergency, to not be transferred to another facility without a full explanation of the transfer, provision for continuing care and acceptance by the receiving institution.
- To have your decisions about care, treatment, and services received at the end of life.

Rights Regarding *Advance Directives*

- To be asked if you have an Advance Directive.
- To have written information about Advance Directives.
- To assistance in formulating or updating an Advance Directive.
- To have staff honor your Advance Directives or know if the hospital or outpatient setting cannot honor your Advance Directive in accordance with the Ethical and Religious Directives for Catholic Health Care Services.
- To review or revise your Advance Directive.
- To forego or withdraw life-sustaining treatment, or withhold resuscitative services.
- To end-of-life care.
- To have your wishes documented regarding organ donation.

Rights Related to *When You Leave* the Hospital

- To help when leaving the hospital.
- To know what you and your family need to do after you leave the hospital.
- To request and receive detailed information about the cost of your care and to receive an explanation of your bill.
- To help with your billing claims.