

FAIRFIELD MEMORIAL HOSPITAL
303 NW 11th Street
Fairfield, IL 62837

PATIENT RIGHTS AND RESPONSIBILITIES

What to expect during your stay at Fairfield Memorial Hospital:

- *High quality healthcare*
- *A clean and safe environment*
- *Protection of your privacy*

PATIENT RIGHTS:

Access:

- You have the right to considerate and respectful care in safe and supportive environment.
- You have the right to respect for your cultural, psychosocial, spiritual, and personal values, beliefs and preferences.
- You have the right to good quality care and high professional standards that are continually maintained and reviewed.
- You have the right to expect emergency procedures to be implemented without unnecessary delay.
- The staff of Fairfield Memorial Hospital will care for you to the best of our ability. If you need treatment that we cannot provide, we will help you find another place that can provide the special care you need. When medically permissible, you may be transferred to another facility only after you, or your next of kin or other legally responsible representative has received complete information and an explanation concerning the need for and alternatives to such a transfer. We will not transfer you until another medical facility and a physician agree to accept you.
- If you are discharged from Fairfield Memorial Hospital and need follow-up care, you will be given information to assist you in making a decision about that care.
- You have the right to assistance in obtaining consultation with another physician at your request and expense.
- You cannot be denied the right of access to an individual or agency that is authorized to act on your behalf to assert or protect the rights as listed herein this document.

Dignity:

- You have the right to effective assessment and management of your pain.
- You have the right to medical and nursing services and to be treated with respect and receive competent care no matter your race, color, religion, age, sex, sexual orientation, gender identity or expression, cultural language, veteran status, handicap, physical or mental disability, socioeconomic status, natural origin, beliefs, source of payment or kind of illness.
- You have the right to medical and nursing treatment that avoids unnecessary physical and mental discomfort.
- You have the right to be free from seclusion and restraints of any form that are not medically necessary.
- You have the right to make any reasonable request.

Communication:

- You have the right to full-information, in laymen's terms, concerning your diagnosis, treatment and prognosis, including information about benefits, alternative treatments, risks and possible complications. When it is not possible or medically advisable to give such information to you, the information shall be given on your behalf to your designee.
- If you have a hearing or special problem or speak another language, we will try to help you understand your care. If you do not speak English, you shall have access, when possible, to an interpreter.
- Except for emergencies, the physician must obtain the necessary informed consent prior to the start of any procedure or treatment or both.
- You have the right to refuse, and a physician shall inform you of your right to refuse, any drugs, treatment or procedure within legal limits, if you refuse, we will tell you the possible medical risks of the refusal.
- You have the right to have a family member or representative and your own physician notified promptly of your admission to Fairfield Memorial Hospital.
- You have the right to ask questions about information contained in your medical records in a timely manner. This facility shall provide you, or your designee, upon request, access to all information contained in your medical records.
- You have the right to be given information about your medical problem at the earliest possible time in the course of your hospitalization. You should be told how the problem will be treated, if treatment will hurt, and how long it will take.
- If requested, you should also be told the approximate cost of your treatment. You have the right to examine and receive a detailed explanation of your bill. You have the right to full information and counseling on the availability of known financial resources for your healthcare.

Choice:

- You have the right to participate in developing and implementing your plan of care.
- You have the right to help make decisions about your care and to be given clear information to make those decisions. You have the right to formulate advanced directives (i.e. living will, healthcare power of attorney, DNR Advanced Directive, or advanced instruction for mental health treatment) and to expect that Fairfield Memorial Hospital will honor your wishes.
- You have the right to change primary or specialty physicians if other qualified physicians are available.
- You have the right to be given a description of the potential risks and benefits of participating in such programs. You will not be involved in any such programs without giving your informed consent.

Resolution of Complaints:

- If you have a problem or conflict about your care, you have the right to talk to the person(s) in charge or request to speak with the Ethics Committee of Fairfield Memorial Hospital. This will in no way affect your care or treatment.
- If you wish to file a complaint or express a complaint, you may call Administration at (618)847-8243. Your concern will be handled promptly.
- A team of clinical care experts, Rapid Response Team (RRT) will be available to assist staff, patients, direct patient caregiver(s), and/or family member(s) with patient assessment 24 hours a day, 7 days a week. To request the Rapid Response Coordinator, please call Ext. 8235.

- The hospital also has the obligation to disclose the name of the state agency to which the patient may take a grievance.

Illinois Department of Public Health
Central Complaint Registry
525 W Jefferson Street
Springfield, IL 62761
Monday-Friday 8:30am - 5:00pm
Phone: 800-252-4343
TTY: 800-526-4372
Email: Dph.Ccr@illinois.gov

- In addition, patients may also contact:

The Joint Commission Office of Quality Monitoring
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Phone: 800-994-6610
Fax: 630-792-5636

Privacy, Confidentiality, and Security:

State and Federal laws and facility operating policies protect the privacy of your medical information. You will receive a Privacy Notice that describes the ways that we use, disclose, and safeguard your patient information and that explains how you can obtain a copy of information from our records about your care.

- You have the right to receive care in a safe setting, free of all forms of abuse or harassment.
- It is your right to have privacy concerning your own medical care. Case discussion, consultation, examination, and treatment are considered confidential and should be conducted discreetly.
- It is your right to expect that we will do all we can to provide for your security and protect your personal privacy. Your healthcare will be discussed only with people involved in your care.
- You have the right to expect that all information about your care will be kept private unless you given permission, expect as required by law.
- You have the right to request protective services. We will provide information at your request regarding agencies and services to meet your needs.
- You have the right to know the name of any physician, nurse or other person who gives you care, and the purpose of that care.

PATIENT RESPONSIBILITIES:

- Ask questions. You and your family are responsible for asking questions when you do not understand your care or what you expected to do. Let your doctor or nurse know about any pain you may experience.
- Cooperate with staff giving care.
- Be considerate of other patients.
- Respect other patients' needs and desires for privacy.

- Do not have too many visitors in your room at one time.
- Remind visitors to respect other patients' needs for quiet and that smoking is not allowed.
- Use TV, radio, telephone and lights in ways that will not disturb others.
- Give complete details about past illnesses, stays in the hospital, allergies, medicines, present complaints, perceived risks to your care, and other matters relating to your health.
- Tell the doctor or nurse about any changes in your health that you may experience.
- Let the doctor or nurse know if you think you cannot or will not be compliant with your treatment plan. Know that non-compliance could affect the results or outcome of your treatment plan.
- Do not misuse Fairfield Memorial Hospital's supplies and equipment. You are financially responsible for any loss or damage which you cause to Fairfield Memorial Hospital property.
- Keep appointments. If you cannot, you should notify your physician or the appropriate hospital department as soon as possible.
- Pay bills promptly to keep healthcare costs down.
- Secure your valuables either by sending them home or by placing them in the Fairfield Memorial Hospital safe until discharge.
- Patients are responsible for their actions if they refuse treatment or do not follow their physicians instructions.

ABOUT YOUR PAIN:

Your comfort is important at Fairfield Memorial Hospital. We want to help you when you have pain. You can expect a prompt, caring and effective response when you say you are in pain.

What is pain?

Pain is an unpleasant feeling in your body. It can be caused by a physical condition. Your pain may be related to past experiences. Your thoughts and emotions may also affect your pain. It is common for different people to have the same pain but to use different words to describe it.

You Have the Right to:

- ◆ Expect us to listen when you say you are hurting
- ◆ A prompt response when you say you are hurting
- ◆ Staff who are concerned about your pain
- ◆ The best pain relief treatments we have available
- ◆ Information about pain and pain relief
- ◆ Receive answers to your questions about pain
- ◆ Be treated with dignity

You Have the Responsibility to:

- ◆ Ask for pain relief as soon as the pain starts
- ◆ Help doctors and nurses find out how bad your pain is
- ◆ Tell your doctor or nurse about any pain that will not go away
- ◆ Ask your doctor or nurse about your pain management plan
- ◆ Discuss choices you need to make about pain relief-with your doctor or nurse
- ◆ Work with your doctor or nurse to develop a pain relief plan