

PATIENT RIGHTS AND RESPONSIBILITIES

Monroe Clinic's mission is to achieve the highest standards in healthcare, creating healthy communities through God's healing spirit. We believe each life is valuable and a unique creation. Our approach to healthcare focuses on the whole person—body, mind and spirit. We use our skills, expertise, and relationships to realize the best possible results for our patients.



AS A PATIENT OF MONROE CLINIC YOU HAVE A RIGHT TO:

- Be treated with dignity and respect.
- Receive effective communication and information in a manner that you understand.
- Expect consideration for your cultural and personal values, beliefs and preferences.
- Pain management and education.
- Religious and other spiritual services.
- Access, request amendment to, and obtain information on disclosures of your health information in accordance with law and regulation.
- Have a family member, friend or other individual present for emotional support during the course of a patient stay.
- Participate in decisions about your care, treatment, and services.
- Accept, limit or refuse treatment.
- Refuse to participate in experimental treatments.
- Know by name and specialty, the person(s) caring for you.
- Receive information on completing, reviewing or revising Advance Directives.
- Freedom from all forms of neglect, abuse and harassment.
- Express grievances and receive prompt resolutions of your grievances and concerns.
- Access protective and advocacy services.
- Be free from restraints of any form that are not medically necessary.
- Receive care in a safe environment.
- Be informed about the outcomes of care, including unanticipated outcomes.
- Die in comfort and dignity.
- Be confident that we keep your health care information private and secure.

- Obtain from your physician complete and current information regarding your diagnosis, treatment and prognosis. In cases where it is not medically advisable to give such information to you, the information will be made available to an appropriate person on your behalf.
- A patient may not be denied appropriate hospital care because of the patient's race, creed, color, national origin, ancestry, religion, sex, sexual orientation, marital status, age, newborn status, handicap or source of payment.
- Except in emergencies, the consent of the patient or the patient's legally authorized representative shall be obtained before treatment is administered.
- The patient or the patient's legally authorized representative shall give prior informed consent for the patient's participation in any form of research.
- Except in emergencies, the patient may not be transferred to another facility without being given a full explanation for the transfer, without provision being made for continuing care and without acceptance by the receiving institution.
- Every patient shall be permitted to examine his or her hospital bill and receive an explanation of the bill, regardless of source of payment, and every patient shall receive, upon request, information relating to financial assistance available through the hospital.
- Every patient shall be informed of his or her responsibility to comply with hospital rules, cooperate in the patient's own treatment, provide a complete and accurate medical history, be respectful of other patients, staff and property, and provide required information concerning payment of charges.
- Every patient may designate persons who are permitted to visit the patient during the patient's hospital stay.
- Patients shall be treated with consideration, respect and recognition of their individuality and personal needs, including the need for privacy in treatment.

AS A PATIENT OF MONROE CLINIC YOUR RESPONSIBILITIES ARE TO:

- Give complete information about your medical situation.
- Work cooperatively with your caregiver(s).
- Ask questions if there is anything you do not understand.
- Discuss end-of-life decisions.
- Meet the financial obligations for your care.
- Make the staff aware of your financial hardships.
- Respect the privacy and confidentiality of others.
- Not discriminate against healthcare employees.
- Notify the clinic if you need to cancel an appointment.

If your rights are not being respected, please discuss this with the department's director or coach, your physician or hospital administrator. They can be contacted at 608-324-2000.

If you feel that your concerns are not addressed you may also contact the Joint Commission at 800-994-6610, the Center for Medicare/Medicaid Services at 800-242-1060, or the Wisconsin Department of Health Services by calling 800-642-6552 or writing the Division of Quality Assurance, P.O. Box 2969, Madison, WI 53701-2969.

Monroe Clinic prohibits all discrimination based on age, race, ethnicity, religion, culture, language, physical and mental disabilities, socioeconomic status, sex, sexual orientation and gender identity or expression.