

Patient Rights and Responsibilities

STATEMENT OF PATIENT RIGHTS

It is the belief of the Board of Directors and Administration of OSF Saint James-John W. Albrecht Medical Center that a satisfactory hospital stay for any patient is based on mutual understanding of patient and hospital rights and responsibilities. This Statement of Rights is adopted with the expectation that observance of these will contribute to more effective patient care and greater satisfaction for the patient, physician and the hospital staff.

1. The patient has the right to the facility's reasonable response to his/her request and needs for treatment or services within the facility's capacity, its stated mission, applicable law and the Ethical and Religious Directives for Catholic Healthcare Facilities.
2. The patient has the right to considerate and respectful care, including the psychosocial, spiritual and cultural variables that influence the perceptions of illness.
3. The patient has the right to have a family member or representative of his/her choice and his/her own physician notified promptly of his/her admission to the facility.
4. The patient has the right to know the identity of physicians, nurses and others involved in their care, as well as when those involved are students or other trainees.
5. The patient has the right in collaboration with his/her physician to make decisions about the plan of care prior to and during the course of treatment, including the right of the patient to accept medical care or to refuse treatment to the extent permitted by law and the Ethical and Religious Directives for Catholic Health Facilities and to be informed of the medical consequence of such refusal. In case of refusal, the patient is entitled to other appropriate care and services or transfer to another facility.
6. The patient has the right to information necessary to enable him/her to make treatment decisions that reflect his/her wish, to discuss and request information related to the specific procedure and/or treatment, the risks involved, medically reasonable alternatives and accompanying risks and benefits.
7. The patient and when appropriate, his/her family, has the right to be informed about outcomes of care, including unanticipated outcomes.
8. The patient has the right to formulate advance directives and to appoint a surrogate to make health care decisions on his/her behalf to the extent permitted by laws and the Ethical and Religious Directives for Catholic Health Facilities. However, the provision of care is not conditioned on the existence of an advance directive.
9. The patient has the right to information at the time of admission, about the facility's patient rights policy and mechanism for the initiation, review and when possible, resolution of patient complaints, grievances and conflicts concerning quality of care.
10. The patient or the patient's designated representative has the right to participate in the consideration of ethical issues that arise in his/her care.
11. The patient has the right to agree to or to refuse to participate in any research or experimental projects affecting his/her care or treatment.
12. The dying patient has the right to comfort and dignity through effectively managing pain and acknowledging the psychosocial and spiritual concerns of the patient and the family regarding dying and the expression of grief by the patient and family.
13. The patient has the right, within the limits of the law, to personal privacy and confidentiality of information, his/her medical care and medical records.
14. The patient has the right to be given complete and current information about his/her pain control, alternatives and treatment of pain.
15. The patient has the right to receive care in a safe setting, free of all forms of abuse or harassment, carried out in a competent manner by competent personnel.
16. The patient and/or the patient's legally designated representative has the right to information contained in the patient's medical record, within the limits of the law.
17. The patient's guardian, next of kin, or legally authorized responsible person, to the extent permitted by law, has the right delineated on behalf of the patient, if the patient has been adjudicated incompetent in accordance with the law, is found by his/her physician to be medically incapable of understanding the proposed treatment procedure, is unable to communicate his/her wishes regarding treatment or is a minor.
18. The patient has the right to obtain information concerning any relationship of his/her facility to other health services insofar as his/her care is concerned and to the existence of any professional relationship among individuals who are treating him/her.
19. The patient has the right to expect reasonable continuity of care when appropriate and to be informed by physicians and other caregivers of available and realistic patient care options when hospital care is no longer appropriate.
20. The patient has the right to examine and receive an explanation of his/her facility charges.
21. The patient has the right to have the facility respect his/her right to life, dignity, religious and cultural beliefs.
22. The patient has the right to be free from restraints and seclusion except where necessary for medical treatment or safety, or where required by law. Restraints and seclusion are not to be used for discipline, convenience, or retaliation. If the patient has any questions regarding the use of restraints, he/she should feel free to ask his/her care nurse or physician.

A State of Illinois toll-free hotline has been implemented to receive complaints/inquiries about health care agencies at Illinois Department of Public Health (1.800.252.4343, TDD 1.800.547.0466). This service is available 24 hours a day, 7 days a week.

Source: OSF Saint James-John W. Albrecht Medical Center. Pontiac, IL.