

YOUR RIGHTS AND RESPONSIBILITIES AS A PATIENT

The right to respectful, skillful, and compassionate care of your mind, spirit/body.

- You have the right, as a patient, to receive orally and in writing, in a language you understand of all the patients' legal rights and to be kept informed of changes in the rights.
- You will receive health care that meets professional standards with assurance of reasonable safety within the health center.
- You will receive access to treatment regardless of race, color, creed, sex, sexual orientation, national origin, diagnosis, age, handicap, or source of payment for care.
- You may accept or refuse visitors.
- You have the right to expect unrestricted access to communication but sometimes it may be necessary, as a component of your care, to restrict visitors, mail, telephone calls, or other forms of communication. You and your family will be included in any such decision.
- You may expect to have preservation of individual dignity and protection of personal privacy in receipt of care.
- You may have access to health center billing information pertaining to you and have them explained to you.
- You will have knowledge of the identity of the provider primarily responsible for your care as well as the identity and professional status of others providing services to you while you are in the health center.
- You have the right to, and need for, effective communication.

The right to prompt resolution of grievances.

You may express concerns by:

- Writing comments on patient surveys.
- Expressing concerns directly to care givers in charge of patient care.
- Contacting a State agency directly regardless of whether or not the health center grievance system is used.

Contact the	Department of Inspections and Appeals	Division of Accreditation Operations
	Division of Health Facilities	Office of Quality and Patient Safety
	Lucas State Office Building	Joint Commission
	Des Moines IA 50319	One Renaissance Blvd.
	(515) 281-3790	Oakbrook Terrace IL 60181
		(800) 994-6610
- Requesting formal action.

The health center Chief Executive Officer must be notified for formal action and investigation of a grievance. This may be done by writing letters to the CEO at 312 9th Street SW, Waverly, Iowa 50677 or calling and asking to speak to the CEO at (319) 352-4941. Upon receipt of a concern, administration has the responsibility to review, investigate and respond to the party initiating the grievance. This investigation will be initiated within 48 hours of notification of the concern. A written notice of administration's decision containing the name of the health center contact person, steps taken to investigate the grievance, results of the grievance process, and the completion date will be sent to the party initiating the concern. This response will occur within 2 weeks of the initial complaint.

The right to personal privacy, security, confidentiality and availability of records.

- You may expect that any discussion or conversation regarding your care will be discreet and professional in nature.
- You may access your information in a reasonable time frame and have it explained to you.
- You have protection from unauthorized review of your records. Confidentiality will be maintained of medical and other appropriate information.
- Consent will be obtained for recording or filming made for purpose other than the identification, diagnosis or treatment of the patients.

The right to information that will permit you to participate in development and implementation of your plan of care.

- You have the right to information regarding your care unless medically contraindicated; the right to consult with a specialist at your expense; and the right to refuse care, treatment, services or participation in experimental research in accordance with law and regulation. Informed consent will be obtained for any patient choosing to participate in experimental research.
- You may make informed decisions regarding your care, this includes choosing a personal attending physician, being informed as to health status and prognosis, care planning, treatment, and requesting and refusing treatment.
- You may ask questions and expect honest, understandable answers allowing you to participate in and make informed decisions about your care.
- You may assist in the formulation of your health care and Advance Directives and have providers comply with these directives.
- You may access the Ethics Committee in personal decision-making by contacting the Social Worker.
- You may have a family member, representative or provider notified promptly of your admission to the hospital.
- You have the right to pain management.

The right to education regarding your condition, its causes and treatment.

- You may expect to receive the appropriate knowledge and skill necessary to manage your condition.
- You may expect to receive and use necessary information enabling you to achieve a healthier lifestyle.
- You will be asked to provide information about your health, including past illnesses, hospital stays and medications.
- You, and when appropriate, your family are informed about the outcome of care, including unanticipated outcomes.

The right to spiritual counseling.

- You have access to confidential spiritual counseling.
- You may choose or refuse a visit by clergy or any pastoral care person.
- You may request religious observances of your choice.

The right to be free from restraints of any form that are not medically necessary.

You have the right to be free from mental, physical, sexual, and verbal abuse, neglect and exploitation.

You may only have a restraint used to improve your well being when least restrictive methods are ineffective. The restraint must be:

1. Ordered by a provider, never as a standing or only when needed order, and followed by a consultation with the treating provider as soon as possible.
2. In accordance with a written modification to the plan of care.
3. Implemented in the least restrictive manner.
4. In accordance with safe and appropriate restraining techniques.
5. Ended at the earliest possible time

Your condition will be continually assessed, monitored and reevaluated while restrained.

Recognizing that a spirit of cooperation must exist between yourself and those providing care to you, we affirm the following patient responsibilities:

- The responsibility to provide accurate and complete information regarding your health status.
- The responsibility to tell the health center or provider's office if you have prepared an advance directive for healthcare. (Medical Power of Attorney or Living Will.)
- The responsibility to follow recommended treatment plans.
- The responsibility to abide by health center rules and regulations affecting patient care and conduct and be considerate of the rights of other patients and health center personnel treating them with respect and due consideration.
- The responsibility to sign required consents and released for care and pay as agreed.
- The responsibility to make it known if you do not understand what you have been given in education, instructions, or communication.
- The responsibility to protect your valuables by sending them home with family members or having them placed in the health center locked area.
- The responsibility to fulfill your financial obligations as soon as possible following discharge as per Iowa Code Chapter 135B.
- The responsibility to provide the health center or provider's office with your insurance and financial information.