

# Patient Rights & Responsibilities

Health care involves a partnership between patients, families and health care providers, each of whom have certain rights and responsibilities. When you are well informed, participate in treatment decisions, and communicate openly with your doctor and other health professionals, you help make your care as effective as possible. Beaver Dam Community Hospital encourages respect for the personal preferences and values of each individual.

## YOUR RIGHTS

While you are a patient at Beaver Dam Community Hospital, you have the right to....

- *receive care in a safe environment/expect to be free* from mental, physical, sexual and verbal abuse, neglect, and exploitation.
- *considerate and respectful care* based on the psychosocial, spiritual, and cultural needs of you and your family.
- *be well informed* about your illness, obtain from caregivers relevant, current and understandable information concerning diagnosis, treatment, and prognosis, except when treatment is urgent; discuss and request information related to specific procedures and/or treatment, the risks involved, length of recuperation and the medically reasonable alternatives and their accompanying risks and benefits.
- *be provided* language interpreters and translated documents.
- *be free from restraints* and seclusion unless clinically necessary.
- *know the names* and roles of people treating you and the person who is responsible for your overall care.
- *know financial implications*, both immediate and long term, of treatment choices, in so far as they are known including an explanation of billed services and available payment options.
- *receive appropriate pain management* for acute, chronic and terminal conditions.
- *make decisions about your plan of care*, prior to and during the course of treatment and to refuse a recommended treatment or plan of care to the extent permitted by law and organizational policy, and to be informed of the medical consequences of this action. If you refuse a recommended treatment, you are entitled to other appropriate care.
- *have an Advance Directive* (such as a Living Will, health care proxy or Durable Power of Attorney). These documents express your choices about your future care or name someone to decide if you cannot speak for yourself. If you have a written Advance Directive, you should provide a copy to the hospital, your family and your doctor. It will be honored to the extent permitted by law and organizational policy.
- *privacy*. The hospital, your doctor and others caring for you will protect your privacy and can limit your visitors to individuals you authorize.
- *expect that treatment records are confidential* unless you have given permission to release information or reporting is required or permitted by law. When the hospital releases records to others, such as insurers, it emphasizes that the records are confidential.
- *review your medical records* and to have the information explained in a reasonable time frame, except when restricted by law and in accordance with hospital policy.
- *expect that the hospital will give you necessary health services* to the best of its ability. Treatment, referral, or transfer may be recommended or requested. If transfer is recommended or requested, your provider will give you a full explanation for the transfer, along with the risks, benefits and alternatives. You will not be transferred until the other institution agrees to accept you.
- *know if the hospital has relationships with outside parties* that may influence your treatment and care. These relationships may be with educational institutions, other health care providers, or insurers.

- *consent or decline to take part in research affecting your care*. If you choose not to take part, you will receive the most effective care the hospital otherwise provides.
- *be told of realistic care alternatives* when hospital care is no longer appropriate.
- *know about hospital rules* that affect you and your treatment.
- *know about hospital resources*, such as the patient advocate or ethics committee, that can help you resolve problems, questions about your hospital stay and care and how to contact these services.
- *treatment and visitation rights* without regard to race, creed, color, national origin, ancestry, religion, sex, sexual orientation, gender identity, marital status, age, newborn status, handicap or source of payment or expression unless clinically necessary.
- *expect an environment that preserves dignity* contributes to a positive self-image and optimal comfort and dignity.
- *know that you must give your consent* before recording or filming may be made for purposes other than the identification, diagnosis, or treatment of the patients.
- *be informed* about outcomes of care, treatment, and services, including unanticipated outcomes.
- *have your family, representative and physician* of choice notified of hospitalization and to have a family member, friend or, other individual present with you for emotional support during your stay.
- *except in emergencies*, sign a consent for treatment, by you or your legally authorized representative prior to treatment being administered.

- *recognizing the effect of lifestyle on your personal health*. Your health depends not just on your hospital care but in the long term, on the decisions you make in your daily life.
- *expressing any concerns* regarding your ability to comply with the proposed treatment, and every effort will be made to meet your specific needs and limitations.
- *understanding the consequences* of treatment alternatives and of disagreement with the proposed course of treatment.

## GRIEVANCE OR COMPLAINTS

Beaver Dam Community Hospital wants all patients, residents, representatives, family members or advocates to **freely voice their concerns** and recommend changes without being subjected to coercion, discrimination, reprisal, or unreasonable interruption of care, treatment and services. For information on filing a grievance or complaint, or for any questions about any of the rights listed in this brochure, contact the following:

Beaver Dam Community Hospital  
707 South University Ave  
Beaver Dam, WI 53916  
Call 920-887-7181 and ask to be connected to one of the following departments:  
Grievances/Complaints - Quality Department  
Dispute of Discharges - Case Management Department  
Billing Issues - Business Office

Concerns may be submitted verbally or in writing.

Please note that any grievance or complaint that is submitted to any individual staff person at BDCH will be reported and the same organization procedure for follow-up will be initiated.

Within 7-days of receiving a grievance, you will receive a response in writing. Occasionally a grievance is complicated and may require an extensive investigation. If the grievance will not be resolved, or the investigation continues past 7-days, you will be contacted by a member of the BDCH Quality Department.

You may also contact one of the following agencies listed below:

**The Joint Commission**  
One Renaissance Blvd.  
Oakbrook Terrace, IL 60181  
630-792-5800  
800-994-6610 (toll free)

**The Office of Civil Rights**  
OCRComplaint@hhs.gov  
Note: All complaints must be submitted electronically via email or the OCR submission portal.

**Wisconsin Department of Health Services**  
Division of Quality Assurance  
P.O. Box 2969  
Madison, WI 53701-2969  
608-266-8481  
800-642-6552 (toll free)

**Livanta LLC (Medicare)** – 1-888-524-9900,  
TTY 1-888-985-8775

## YOUR RESPONSIBILITIES

As a patient, you are responsible for...

- *providing information* about your health, including past and present illnesses, hospital stays, and use of medication.
- *providing a copy of your Advance Directives*. If you have a living will, Durable Power of Attorney or another type of Advance Directive, please provide a copy to our staff.
- *asking questions* when you do not understand information or instructions.
- *following through with your treatment*. Tell your doctor if you believe you cannot follow through with your treatment.
- *telling us about your pain*. Tell your physician or nurse if your pain medication does not reduce or relieve your pain.
- *reporting unexpected changes* in your condition to the practitioner responsible for your care.
- *being considerate* of the needs of other patients and Hospital staff, including, for example, refraining from audio/visual recording, abusive language and disruptive conduct.
- *working with the hospital to arrange payment*. Provide information for insurance and work with BDCH to arrange payment, when needed. BDCH works to provide care efficiently and fairly to all patients and the community.
- *following the plan of care* developed with your health care practitioner. Your family can play an important part in promoting your recovery, and there may be times when it may be appropriate to include them in your plan of care.