

PATIENTS' RIGHTS AND RESPONSIBILITIES

You Have the Right to the Best Care. At Loretto Hospital, our goal is to make your visit as pleasant as possible. We recognize and are committed to your individual rights as a patient. Patients, or their designated representative, are involved in decisions regarding the care that we deliver to the extent this is practical and possible. We seek to inform you about options to care and risks associated with the care you seek. We will constantly try to understand and respect your objectives for care. We hope the mutual understanding of these rights and responsibilities will contribute to the best possible patient care and satisfaction. By understanding your rights and responsibilities, you can help us, help you.

As a patient at Loretto Hospital, you have the right to:

- The right to reasonable access to care, and care that is considerate and respectful of your personal values and beliefs in an environment that is respectful, courteous, and preserves your dignity
- The right to participate in the development and implementation of his or her plan of care
 - Participate in the development and implementation of his/her inpatient treatment/care plan,
 - Outpatient treatment / care plan
 - Participate in the development and implementation of his/her discharge plan
 - Participate in the development and implementation of his/her pain management plan.
- The right to formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
- The right to have a family member or representative of his or her choice and his or her own physician notified promptly of his or her admission to the hospital
- The right to personal privacy, the underlying principle of this requirement is the patient's basic right to respect, dignity, and comfort while in the hospital.
- The right to receive care in a safe setting, the right to be free from harassment or all forms of abuse, mental, physical, sexual and verbal abuse, neglect and exploitation.
- The right to the confidentiality of his or her clinical records
- The right to access information contained in his or her clinical records within a reasonable time frame. The hospital must not frustrate the legitimate efforts of individuals to gain access to their own medical records and must actively seek to meet these requests as quickly as its record keeping system permits.
- The right to be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff
- The right to be fully informed of and to consent or refuse to participate in any unusual, experimental or research project without compromising his/her access to services
- The right to know the professional status of any person providing his/her care/services
- The right to know the reasons for any proposed change in the professional staff responsible for his/her care
- The right to know the reasons for his/her transfer either within or outside the hospital

- The right to know the relationship(s) of the hospital to other persons or organizations participating in the provision of his/her care
- The right of access to the cost, itemized when possible, of services rendered within a reasonable period of time
- The right to be informed of the source of the hospital's reimbursement for his/her services, and of any limitations which may be placed upon his/her care
- The right to be informed of the right to have pain treated as effectively as possible
- The right to visitation,
 - Right to know if any clinical restriction or limitation on visitation rights
 - Right to subject to his or her consent, to receive the visitors whom he or she designates, including, but not limited to, a spouse, a domestic partner (including a same sex domestic partner), another family member, or a friend, and his or her right to withdraw or deny such consent at any time.
 - Right to not restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
 - Right to ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences.
- The patient's family has the right of informed consent for donation of organs and tissues.
- Information about the hospital's process for the initiation, review and resolution of patient grievances. (To file a complaint or grievance that cannot be immediately resolved, contact the Patient Experience Officer through the operator or by phone at 773- 854-5064.)

As our patient, you have the responsibility to:

- Provide accurate and complete information, to the best of your knowledge, concerning your present and past illnesses, hospitalizations, medications and other information relating to your health
- Ask questions if you don't clearly understand information and instructions about your treatment and care
- Follow the instructions and treatment plan coordinated by your physician
- Be considerate and respectful to our caregivers, other patients, and visitors to the hospital
- Present to the hospital a copy of your Living Will or Power of Attorney for Healthcare so that your Advanced Directives can be honored
- Be responsible for your own actions if you refuse treatment or refuse to follow your treatment instructions
- Cooperate in your discharge planning
- Report changes in your condition to those responsible for your care
- Honor the confidentiality and privacy of other patients
- Follow hospital rules and regulations
- Ensure that payment for your care is made promptly and in full. This means understanding your insurance coverage and its limits, and any added responsibilities you may have.
- Comply with this policy by respecting patient's rights and reinforcing patient's responsibilities

Patient Advocate is available to help you with any problems or concerns you might have. Your comments will be reviewed, and the appropriate actions will be taken. To speak with Patient Relations, call 773-854-5064 or patient.experience@lorettohospital.org.

Alternatively, if we are unable to address your complaint/grievance, you may directly reach out to Livanta. Livanta is the CMS Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) for Illinois. You can contact Livanta at:

Helpline: (888) 524 - 9900

TTY: (888) 985 - 8775

Fax: (855) 236-2423

I have received a copy of Loretto Hospital's Patients' Rights and Responsibilities.

Patient Name (Print)

Signature of Patient or Representative

Date

Witness

Second Witness (*if necessary*)