



Patient Rights

1. A patient has the right to participate in the development and implementation of his/her plan of care.
2. A patient has the right to have a family member or representative of his/her choice and his/her personal physician notified upon his/her admission to Rush University Medical Center.
3. A patient has the right to make informed decisions regarding his/her care. This includes being informed of his/her health status, being involved in care planning and treatment, and being able to request or refuse treatment. If he/she is unable, for whatever reason, to act on his/her behalf, a representative may act for the patient.
4. A patient has the right to formulate advance directives concerning his/her health care with which the Medical Center will comply.
5. A patient has privacy rights established under the Health Insurance Portability and Accountability Act (HIPAA). These rights are outlined in the Notice of Privacy Practices (NPP) which is provided to each new patient at RUMC;
6. A patient has the right to receive care in a safe setting.
7. A patient has the right to be free from all forms of abuse and harassment.
8. A patient has the right to be free from any form of restraints that are not medically necessary. A restraint can only be used when needed to improve a patient's well-being and when less restrictive alternatives have been determined to be ineffective.
9. A patient has the right to be free from seclusion and restraints which are used as a means of coercion, discipline, convenience or retaliation. Seclusion or a restraint can only be used when needed to ensure a patient's physical safety and when less restrictive alternatives have been determined to be ineffective.
10. A patient has the right to have a family member, friend, or other individual to be present with them for emotional support during the course of the hospital stay, as long as the individual's presence does not infringe on others' rights, safety, or does not endanger the health or safety of the patient.
11. The goal of the Medical Center is to provide healthcare that is supportive and patients are assured that the presentation of a complaint or concern will not compromise treatment. A patient has the right to file a complaint or grievance with Rush University Medical Center. This may be done orally or in writing. Listed below are the categories of types of complaints and the procedures for resolving them.

a. Complaints Concerning Denial of Patient Rights: If a patient feels that he/she has been denied any of the rights listed above and/or if he/she believes he/she has suffered harm or physical injury as a result of his/her care here at Rush University Medical Center, then the patient should contact the Medical Center's Office of Patient Relations Phone number: 312-942-6979. The Office of Patient Relations shall promptly investigate the complaint and respond within 30 days or an update will be provided. Depending on the nature of the complaint and the need to further

investigate the facts, a written response to the patient's complaint may be provided. In the resolution of a grievance, the Office of Patient Relations will provide the patient with written notice of the decision that will contain the name of the hospital contact person, the steps taken on behalf of the patient to investigate the grievance, the results of the grievance process and the date of completion. If your complaint concerns quality-of-care issues resulting in harm or physical injury, contact the Office of Risk Management at (312) 942-7828.

The Grievance Committee, as authorized by the Board of Trustees shall, on a quarterly basis or as soon as is practical, review and reconcile any grievance that remains unresolved through the process. If the patient remains dissatisfied with the resolution of a case involving harm or physical injury, he/she may elect to submit the matter to the Rush Mediation Program. If the patient is dissatisfied with the resolution of a complaint involving the denial of patient rights, he/she may contact the Illinois State agencies directly. Information concerning the Rush Mediation Program and/or the phone numbers and addresses of the appropriate state agencies are also available through the Office of Risk Management 312/942-7828.

- b. Other Complaints:** Some patient complaints may not involve the denial of patient rights or harm or physical injury, but they are still important to the Medical Center. All complaints will receive attention and consideration. Many questions are best addressed by personnel on nursing units. Patients should contact their nurse if they have a question about their care, the communication with their health care providers, the manner in which their room is cleaned, their preferences concerning food and beverages, or anything else which bothers them about their stay here. Or, if they prefer, they can contact the Office of Patient Relations at 942-6979.
- c. Patient concerns About Non-Coverage or Premature Discharge:** In the event that pre-admission screening determines that admission criteria are not met prior to admission, or coverage for services is not approved the patient will be issued a Notice of Non-Coverage. Patients may contact a Rush financial counselor at (312) 942-5967 regarding questions about non-coverage for Rush services. This notice will be issued before admission or within two (2) days of admission and must state specific reasons why the Medical Center believes the requested services are not covered. The patient may elect to assume personal responsibility for the payment of the services or refuse the services.

***Special Note:** If a patient, for whatever reason, is unable to understand the rights extended to him/her, health care providers shall provide whatever assistance is reasonably necessary to assist the patient in understanding the above-noted rights. This*

may include, but not be limited to, the use of assistive devices for the hearing and seeing impaired or the use of interpreters for patients not proficient in English.

Patient Responsibilities

The collaborative nature of health care requires that patients – or their families/surrogates – participate in their care. The effectiveness of care and a patient's satisfaction with the course of treatment depends, in part, on the patient fulfilling certain responsibilities.

Communication

Patients are responsible for providing information about past illnesses, hospitalizations, medications and other matters related to health status. To participate effectively in decision making, patients must be encouraged to take responsibility for requesting additional information or clarification about their health status or treatment when they do not fully understand information and instructions. Patients are also responsible for ensuring that the health care institution has a copy of their written advance directive if they have one. Advance directives are written instructions that convey to your doctors and your family what kinds of treatments you want in case you become unable to make medical decisions for yourself. Advance directives include:

- **Durable Power of Attorney for Health Care-** a document that appoints someone to make health care decisions on your behalf if you are unable to express your wishes.
- **A Living Will-** a document that allows you to describe your wishes about the discontinuance of death-delaying procedures if you become terminally ill and are unable to express your wishes.

For more information, contact your physician, or the Department of Religion, Health and Human Values at (312) 942-5571. Patients are responsible for informing their physicians and other caregivers if they anticipate problems in following prescribed treatment.

Awareness

Patients should also be aware of the hospital's obligation to be reasonably efficient and equitable in providing care to other patients and the community. The hospital's rules and regulations are designed to help the hospital meet this obligation. Patients and their families are responsible for making reasonable accommodations to the needs of the hospital, other patients, medical staff and hospital employees. Patients are responsible for providing necessary information for insurance claims and for working with the hospital to make payment arrangements.

A person's health depends on much more than health care service. Patients are responsible for recognizing the impact of their lifestyle on their personal health.