

THE RIGHTS AND RESPONSIBILITIES OF ADVOCATE HEALTH CARE PATIENTS

It is the right of all Advocate Christ Medical Center patients:

1. To be informed of your rights and to participate in the development and implementation of your plan of care.
2. To receive care without regard to your race, color, national origin, religion, age, gender, ability or disability, or life style.
3. To request and receive care which respects your individual cultural, spiritual and social values.
4. To receive care which is free of verbal, physical, psychological abuse or harassment which promotes your dignity, privacy, safety and comfort.
5. To be informed that relief of pain is an important part of your care. To receive information about options to reduce, control or relieve pain. To have pain effectively managed.
6. To be free from any form of restraint or seclusion that is not medically necessary or used as a means of coercion, discipline, convenience or retaliation by staff. A restraint or seclusion may only be used to improve your well being or protect you from harm, and when you or your family has been informed.
7. To expect that efforts will be made to provide you continuous, coordinated, and appropriate care during and after your hospitalization.
8. To be informed of your health status, including the nature of your illness and treatment options, including potential risks, benefits, alternatives and costs, and to participate fully in your health care decisions.
9. To expect that we will communicate with you in a manner that you can understand.
10. To make decisions regarding your care by being involved in your care planning and treatment. This includes making informed decisions regarding your care, as well as a right to accept or refuse recommended tests or treatments, or to request treatment.
11. To formulate advance directives, such as a Living Will or Power of Attorney for Health Care, and to expect that your advance directives will be followed when applicable.
12. To expect that appropriate surrogate decision-makers will be sought in case you lack decision-making ability and have no advance directive.
13. To receive information about and access to protective and advocacy services when they are an appropriate option.
14. To raise ethical issues concerning your care with your care providers and/or the ethics committee, and to participate in the resolution of those issues.

15. To have reasonable access to visitors and unrestricted communications by mail and telephone unless you have been informed that there are sound medical or institutional reasons to restrict such access.
16. To be informed of any proposed research or experimental treatment that may be considered in your care, and to consent or refuse to participate.
17. To express complaints or grievances concerning the quality of care or service and to voice them without fear of discrimination or reprisal, and to receive a prompt and courteous written response to your concerns. You will be provided with information as to how to file a complaint or grievance.
18. To be allowed access to information contained in your clinical records within a reasonable time of your request for them.
19. To request and receive information regarding the charges for any treatment, and to receive an explanation of your bill upon request.
20. To have a family member or representative of your choice, and your physician, promptly notified of your admission to the hospital.
21. To have personal privacy, including confidentiality of your clinical record and to be assured that medical and personal information will be handled in a confidential manner.
21. To receive care in a safe setting and environment.

It is your responsibility as an Advocate patient:

1. To provide all personal and family health information needed to provide you with appropriate care. This includes reporting if you are in pain, or require pain relief.
2. To participate to the best of your ability in making decisions about your medical treatment, and to comply with the agreed upon plan of care.
3. To ask questions of your physician or other care providers when you do not understand any information or instructions.
4. To inform your physician or other care provider if you desire a transfer of care to another physician, caregiver, or facility.
5. To be considerate of others receiving and providing care.
6. To observe facility policies and procedures, including those regarding smoking, noise, and number of visitors.
7. To accept financial responsibility for health care services and to work cooperatively with Advocate to resolve financial obligations.

If you have questions or concerns, please contact Patient Relations at 708.425.8000 ext. 5471.