

# Your Rights and Responsibilities as a Patient at Advocate Health Care

## As an Advocate patient, it is your right:

1. To receive health care that addresses your physical, emotional, and spiritual needs.
2. To receive care that respects your values and beliefs and promotes your dignity, personal privacy and safety.
3. To receive care that is free from all forms of discrimination including age, language, sexual orientation, race, culture, gender identity or expression, religion, size, socioeconomic status, ethnicity, gender, transgender, physical or mental ability, and abuse or neglect.
4. To receive support for your religious and spiritual practices.
5. To have us communicate with you in a way that you understand.
6. To know the names of the person in charge of your care and all those on your care team.
7. To receive the information you need to make informed choices about treatment, to be involved in planning your care, and to request, accept or refuse treatment.
8. To involve persons of your choice in your care.
9. To receive honest and clear information about the outcomes of your care, including those that are unexpected.
10. To receive help with advance care planning so that we can respect your wishes about treatment if you cannot tell us yourself.
11. To have personal and medical information protected as described in *Advocate's Notice of Privacy Practices*.
12. To know when information about you must be shared with others.
13. To have your doctor and a person of your choice promptly told if you are hospitalized.
14. To have your pain assessed and help develop a plan to manage the pain you may have.
15. To have a person of your choice with you during your stay; to have visitors of your choice including a spouse, domestic partner (including same-sex domestic partner), another family member or friend unless this interferes with the well-being, rights or safety of others, or is not medically indicated in your care; and to have access to others outside the hospital.
16. To help develop the plan for your discharge from the hospital.
17. To receive information about patient and family protective services if needed.
18. To be free from restraint or seclusion unless it is needed for your safety or the safety of others.
19. To access financial services to explain your charges, your bill and your options for financial help if needed.
20. To share concerns or complaints about your care and receive a prompt response.
  - Please contact the hospital operator and ask for Patient Relations to share a concern or complaint.
  - You may contact the Illinois Department of Public Health at 800.252.4343 or 800.547.0466 (TTY).
  - DNV Healthcare can be reached at [hospitalcomplaint@dnvgl.com](mailto:hospitalcomplaint@dnvgl.com) or call 866.496.9647.
21. To be fully informed of and accept or refuse, any research or trial treatments used in your care.

## As an Advocate patient, it is your responsibility:

1. To provide correct personal and family health information.
2. To follow the plan for your care.
3. To ask questions if you do not understand what we tell you.
4. To be respectful of others' dignity, privacy and safety.
5. To tell us if you want to use another doctor, care giver or facility.
6. To pay for your health care services or the portion of your bill that you owe, tell us if you need help with your bill, and work with the hospital to seek financial help when needed. Please ask for the brochure *Understanding Billing and Financial Assistance*.



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If you would like additional information on your rights and responsibilities as a patient of Advocate Health Care, please ask your care provider for a copy of *Understanding your Rights and Responsibilities: For Those who want to Know More*

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