



45 West 111th Street
Chicago, Illinois 60628

PATIENTS' RIGHTS AND RESPONSIBILITIES

Patient Rights and Responsibilities Statement

While you are a patient at Roseland Community Hospital (RCH), you have:

- A. The right to participate in the development and implementation of his or her plan of care; 482.13(b) (1)
- B. Or his or her representative (as allowed under State law) has the right to make informed decisions regarding his or her care. The patient's rights include being informed of his or her health status, being involved in care planning and treatment, and being able to request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary to appropriate; 482.13(b) (2)
- C. The right to formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives, in accordance with 489.100 of this part, 489.102 of this part, and 489.104 of this part; 482.13(b)(3)
- D. 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; 482.13(b) (4)
- E. The right to personal privacy; 482.13(c) (1)
- F. The right to receive care in a safe setting; 482.13(c) (2)
- G. The right to be free from all forms of abuse or harassment; 482.13(c) (3)
- H. The right to the confidentiality of his or her clinical records; 482.13(d) (1)
- I. 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. 482.13(d) (2)
- J. 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; 482.13(e) (1)



K. 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;



- L. The right to know the professional status of any person providing his / her care / services;
- M. The right to know the reasons for any proposed change in the Professional Staff responsible for his / her care;
- N. The right to know the reasons for his /her transfer either within or outside the hospital;
- O. The relationship(s) of the hospital to other persons or organizations participating in the provision of his /her care;
- P. The right to access to the cost, itemized when possible, of services rendered within a reasonable period of time
- Q. 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;
- R. Informed of the right to have pain treated as effectively as possible.
- S. A hospital must have written policies and procedures regarding the visitation rights of patients, including those setting forth any clinically necessary or reasonable restrictions or limitations that the hospital may need to place on such rights and the reason for the clinical restrictions of limitations. A hospital must meet the following requirements:
- Inform each patient (or support person, where appropriate) of his or her visitation rights, including any clinical restriction or limitation of such rights, when he or she is informed of his or her rights under this section.
 - Inform each patient (or support person, where appropriate) of the right, subject to his or her consent to receive the visitors whom he or she designates, including not limited to, a spouse, a domestic partner (including same sex domestic partner), another family member, or a friend, and his or her right to withdraw or deny such consent at any time.
 - Not restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender, identity, sexual orientation, or disability.
 - Ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences.
- T. The patient's family has the right of informed consent for donation or organs and tissues.





Patient Responsibilities

Just as we have responsibilities to you, you have responsibilities to RCH. Specifically, you are responsible to:

- Provide complete and accurate medical and insurance information.
- Ask questions when you are in doubt.
- Communicate changes in your health and/or condition to your caregivers.
- Pay your medical bills promptly.
- Follow your health care provider's instructions or discuss with them any obstacles you may have in complying with your prescribed treatment plan.
- Accept responsibility for refusing treatment or not following your treatment plan.
- Show consideration for others around you, including other patients and staff.
- Follow all policies affecting patient conduct and care.

RCH serves to improve people's health; treat people with injury or disease; educate doctors, health professionals, patients, and community members; and improve understanding of health and disease. In carrying out those activities, this institution works to respect your values and dignity.

****RCH will inform the patient that he/she may file a complaint with the State agency directly and provide the patient with the Illinois Department of Public Health Hotline number (1-800-252-4343) and address (535 W. Jefferson St., Springfield, IL, 62761).***

Roseland Community Hospital is a private not-for-profit community Hospital committed to the provision of quality, patient centered healthcare services



geared to the needs of the residents of Roseland and surrounding communities.

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