

Be an actively involved member of your health care team!

ELKHART GENERAL

Patient Rights & Responsibilities

How to be actively involved in your care

As a patient of Elkhart General Hospital, you are entitled to exceptional care, excellent service and full information about your stay. To emphasize our commitment to you and your health, Elkhart General has adopted these statements of Patient Rights and Responsibilities.



As a patient of Elkhart General, you are entitled to exceptional care, excellent service and full information about your stay. To emphasize our commitment to you and your health, we believe in honoring and respecting your Patient Rights. You have a right to appeal any continued unresolved grievance, or directly submit your claim, to the following agencies:

Indiana State Department of Health (ISDH)
2 North Meridian Street, Indianapolis, IN 46204
(317) 233-1325

Healthcare Facilities Accreditation Program (HFAP)
142 East Ontario, Chicago, IL 60611
(800) 621-1773

Office for Civil Rights (OCR)
U.S. Department of Health & Human Services
200 Independence Avenue, S.W., Washington D.C. 20201
(800) 368-1019

Health Care Excel (Medicare Patients)
2629 Waterfront Parkway East Drive
Indianapolis, IN 46214
(317) 347-4500 • www.hce.org



Elkhart General Hospital
600 East Boulevard • Elkhart, IN 46514
(574) 294-2621

- Ask for information about your medicines in terms that you can understand.
 - What is the medicine for?
 - How are you supposed to take it and for how long?
 - What side effects are likely? What should you do if side effects occur?
 - Make sure that any new medicines you are prescribed are safe to take with your other medications and dietary supplements such as vitamins, herbs, and herbal drinks.
- Find out what food, drinks or activities should be avoided while you are taking your medicine.
- When you pick up your medicine from the pharmacy, ask:
“Is this the medicine that my physician prescribed?”
- If you have questions about the directions on your medicine labels, ask your pharmacist.
- Ask your pharmacist about the best way to measure your liquid medicine. If a special device is involved, be sure you understand how to use it.

Our goal is to make your stay with us as comfortable and pleasant as possible. Your well-being is our utmost concern. You can play a vital role in this effort by being an active member of our team. Here are some tips on how you can be involved:

- Participate actively in all discussions about your care and make sure you understand and agree with planned treatment.
- When you come to the hospital, bring detailed information about the medications you are taking, including name, dose, how it is taken (such as by mouth, injection, etc.), when it is to be taken, and share with your care providers when this medication was last taken.
- Make sure your doctor knows about any allergies, sensitivities and adverse reactions you have had to medicines, food or latex products.
- When your doctor writes you a prescription, make sure you can read it. If you have to struggle to read it, chances are your pharmacist will struggle as well.

Your Rights as a Patient

Your Responsibilities as a Patient

We believe you have a right:

- To considerate, respectful care based on your psychosocial, physical and spiritual needs.
- To receive care in a safe setting.
- To impartial access to quality medical care, regardless of race, color, religion, sex, ethnicity, sexual orientation, age, disability, or payment source.
- To confidentiality and personal privacy while on Elkhart General Hospital premises.
- To participate in the development and implementation of your plan of care, including being informed of health status; to be informed in advance and involved in care and treatment planning or the discontinuing of treatment; to be able to request, consent to, or refuse treatment after being adequately informed of the benefits, risks and alternatives*; and to be involved in planning for your discharge from the hospital.
- To have a surrogate (parent, legal guardian, person with medical power of attorney or health care representative appointment - as allowed under state law) exercise your rights when you are not capable of doing so, and to have staff and practitioners who provide care in the hospital comply with these directives.
- To formulate and exercise Advanced Directives regarding decisions at end-of-life in accordance with the Patient Self Determination Act and have practitioners who provide care comply with these directions.
- To be free from unnecessary restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.

**This right must not be construed as a mechanism to demand provision of care or services deemed medically unnecessary or inappropriate.*

- To be free from all forms of abuse or harassment and to have access to protective services.
- To effective communication, including the hearing and speech impaired.
- To exercise personal, religious, spiritual, or cultural values and beliefs, as long as these do not interfere with the well-being of others, or with the treatment plan.
- To know the professional status of any person providing services.
- To know the reason for any proposed change in the professional staff responsible for your care.
- To know the reason for transfer either within or outside of Elkhart General Hospital.
- To know the relationships of Elkhart General Hospital to other persons or organizations participating in providing care.
- To have all medical records and personal information treated in a confidential manner.
- To have access to information contained in the medical record within a reasonable time frame as permitted by law.
- To be fully informed of and to consent or refuse to participate in any unusual experimental or research project without compromising access to services.
- To have a family member or representative of choice and physician notified promptly of admission to the hospital.
- To voice concerns or complaints about care, treatment plan, or financial issues and to a prompt response to these concerns/complaints. Concerns can be discussed with the doctor, nurse, nursing manager or supervisor or Patient Representative (ext. 6472).

- To participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding of services, forgoing life-sustaining treatment, participation in investigational studies or clinical trials, and care at the end-of-life.
- To review the Hospital Code of Conduct by contacting the nurse manager or calling the Patient Representative (ext. 6472).
- To have access to the cost, itemized when possible, of services rendered within a reasonable period of time.
- To be informed of the source of the facility's reimbursement for services and of any limitations which may be placed upon care.
- To be informed (and to have the family informed when appropriate) about the outcomes of care, including unanticipated outcomes.
- To have family informed of the opportunity to consent to donation of organs or tissues in the event of death while in the hospital.

With respect to pain, you have the right:

- To express your pain and have the expression accepted and respected as the most reliable indicator of your pain.
- To have your pain assessed thoroughly and systematically on a continual basis.
- To have your pain treated as effectively as possible.
- To be informed and involved in all decisions regarding all aspects of your pain care.

Remember, we welcome and encourage any and all questions about your care!

As part of the hospital/patient relationship, we ask that you accept these responsibilities:

- To provide accurate information regarding your health to assist in developing the treatment plan.
- To comply with instructions regarding the treatment plan. Questions or concerns regarding the plan of care or what is expected should be directed to the physician or nurse.
- To report any perceived risks in care or safety concerns, as well as any unexpected changes in your condition.
- For the outcomes if treatment is refused or instructions are not complied to with regarding care.
- To follow Elkhart General Hospital's rules and regulations, including those on smoking, cellular phone use, noise, and visitors.
- To be considerate of other patients' rights and property as well as those of the organization.
- To provide Elkhart General Hospital with a copy of Advance Directives. If on a previous admission a copy was provided and it is still current, the copy can be retrieved from the records upon request.
- To ask questions if instructions are not clearly understood.
- To compensate Elkhart General Hospital for services provided, including compliance with insurance requirements.
- To refrain from bringing any valuable property to Elkhart General Hospital or to have valuables secured in the hospital safe.
- To advise caregivers of any dissatisfaction experienced.