

Patient Rights and Responsibilities

Grinnell Regional Medical Center, including the governing body and medical staff, has adopted the following statement of patient rights for the patient or patient's representative (as allowed under state law):

As the patient, parent or legally responsible representative of a patient, you have the right to:

1. Be informed in writing of your rights before patient care is furnished or discontinued whenever possible.
2. Receive effective communication. When written information is provided, it is appropriate to your age, understanding and language appropriate to the populations we serve.
3. Have language interpreters available at no cost to you. If you have vision, speech, hearing, language, or cognitive impairments, the hospital will address those communication needs.
4. Be treated kindly and respectfully by all hospital personnel.
5. Receive complete and current information concerning your health status, diagnosis, treatment and prognosis in terms you can understand. When it is not medically advisable to give such information, it should be made available to an appropriate person on your behalf.
6. Consult with a specialist of your choosing at your request and expense if a referral is not deemed medically necessary by your attending physician.
7. Be given an explanation of any proposed procedure or treatment. The explanation should include a description of the nature and purpose of the treatment or procedure; the known risks or serious side effects; and treatment alternatives.
8. Know the name, identity and professional status of the physician or other practitioners providing care, services, and treatment to you at the time of service.
9. Know the name of the physician or other practitioner who is primarily responsible for your care, treatment, and services within 24 hours after admission.
10. Expect that a family member (or representative) and physician will be notified promptly of your admission to the hospital.
11. Participate in developing, approving and implementing your plan of care.
12. Be involved in your care planning and treatment.
13. Make informed decisions and be involved in resolving dilemmas about your care, treatment, and services. With your permission and as appropriate by law, your family will be involved in care, treatment, and service decisions.
14. Have a surrogate decision maker, as allowed by law, identified when you cannot make decisions about your care, treatment and services.
15. Have an advanced directive (medical or psychiatric), such as a living will or a healthcare power of attorney, and to have hospital staff and practitioners who provide care in the hospital comply with these directives. These documents express your choices about your future care or name someone to make healthcare decisions if you are unable. If you have a written advanced directive, you should provide a copy to the hospital, your family and your doctor. You may review and revise your advanced directive at any time. The existence or lack of an advanced directive does not determine your access to care, treatment and services.
16. Refuse medical care, treatment, or services to the extent permitted by law and regulation and to be informed of the medical consequences of such refusal. When you are not legally responsible, your surrogate decision maker, as allowed by law, has the right to refuse care, treatment, and services on your behalf.
17. Request and have access to treatment, care, and services within the capability and mission of Grinnell Regional Medical Center, in compliance with law and regulation and payment policies. This does not include the right to demand treatment or services deemed unnecessary or inappropriate.
18. Request transfer of your care to another physician or facility.

19. Receive medical evaluation, service and/or referral as indicated by the urgency of your situation. When medically permissible, you may be transferred to another facility only after having received complete information and explanation concerning the need for and alternative to, such a transfer. The facility to which you will be transferred must first accept the transfer.
20. Be involved in decisions subject to internal or external review that results in denial of care, treatment, services or payment based upon your assessed medical needs.
21. Receive care and treatment that maintains your personal privacy and dignity. Discussion about your care, examination and treatment are confidential and should be conducted discreetly. You have the right to exclude those persons not directly involved in the care. If you desire to have private telephone conversations, you will have access to private space and telephones appropriate to your needs.
22. Be treated in an environment that preserves dignity and supports your positive self-image.
23. Expect that all communications and clinical records pertaining to your care will be treated confidentially.
24. Access, request amendment to, and receive an accounting of disclosure regarding your health and clinical services information as permitted by law.
25. Access information contained in your medical records within a reasonable time frame (within 14 calendar days of your request). The first 25 pages are free and a nominal charge per page may be applied if over 25 pages.
26. Have your cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected.
27. Exercise cultural and spiritual beliefs that do not interfere with the well-being of others. Certain cultural and spiritual beliefs may nevertheless interfere with the planned course of your medical therapy. You may exercise your cultural and spiritual beliefs and take actions in accordance therein as are legally recognized and permissible in the state of Iowa.
28. Know if your care involves any experimental methods of treatment; and if so, you have the right to consent or refuse to participate which will not compromise your access to care, treatment and services.
29. Be informed by the practitioner of any continuing healthcare requirements following discharge.
30. Examine your bill and receive an explanation of the charges regardless of the source of payment for your care within a reasonable period of time following receipt of a request.
31. Be informed of the hospital rules and regulations applicable to your conduct as a patient.
32. Use the hospital's grievance (complaint) resolution process for submitting a written or verbal grievance to your caregivers, Patient Representative, your healthcare practitioners, or Administration. You may freely voice complaints and recommend changes without being subject to coercion, discrimination, reprisal, or unreasonable interruption of care, treatment, and services. If you submit a complaint or grievance, it will be investigated. Action will be taken to resolve the concern either verbally or in writing when appropriate.
33. Receive a written response to your grievance from the hospital within seven (7) calendar days which contain the hospital contact person, steps taken to investigate the grievance, results of the investigation, and date of completion.
34. Refer concerns or grievances regarding quality of care, premature discharge or beneficiary complaints to the Iowa Department of Inspections and Appeals, Health Facilities Division, Lucas State Office Building, Des Moines, Iowa 50319. Their toll free number is 1-877-686-0027. Medicare patients may also refer their concerns to the Iowa Foundation for Medical Care (IFMC), which is the Medicare quality improvement organization for Iowa. The IFMC may be reached at 515-223-2900 or at this address: 6000 Westown Parkway, West Des Moines, IA 50266.
35. Be free from restraints or seclusion of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
36. Receive information about right as a Medicare beneficiary at admission (if applicable).

37. To receive care in a safe and secure setting for you and your personal property.
38. Be free from all forms of abuse, neglect, exploitation or harassment.
39. Receive appropriate assessment and management of pain.
40. Expect unrestricted access to communication. If visitors, mail, telephone calls, or other forms of communication are restricted as a component of your care, you will be included in any such decision.
41. To have unrestricted visiting hours if you are a hospice patient.
42. The right, subject to your consent, to receive the visitors whom you designate, including, but not limited to, a spouse, domestic partner (including same-sex domestic partner), another family member, or a friend, and the right to withdraw or deny such consent at any time. The hospital may continue to set restrictions based on clinically based precautions, e.g., no visitors with active flu symptoms, as well as safety restrictions.
43. Be informed about the outcomes of your care, treatment, and services – including unanticipated outcomes that you must be knowledgeable about to participate in current and future decision affecting your care, treatment and services.
44. To receive safe and effective care, treatment and services regardless of your ability to pay.

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OK To Ask

It is this medical center's policy to support and encourage patients/families to participate in and know about their healthcare. The following information is provided to patients at the time of admission.

We are committed to your health and safety. Here are some ways you can work with us and your medical team to help keep you safe while you are a patient in our hospital.

1. **Ask questions** • Please feel free to ask any questions you may have. It is okay to ask questions. If you do not understand the answer, ask again. You have a right to expect answers that you can understand. Always ask questions before agreeing to any medical tests, before taking new medication, or before any new treatments.
2. **Know your medical team** • Healthcare professionals must wear identification badges. If someone who tries to care for you is not wearing an identification badge, ask for his or her name and notify a properly identified healthcare professional.
3. **Wash your hands** • Hand washing helps prevent the spread of germs. Infections that occur in the hospital are common and may be prevented with hand washing. Wash your hands after you touch things in your room, move around your room, or use the bathroom. Touching your nose or mouth with unwashed hands spread germs that can cause disease or infection. Touching a wound with unwashed hands can infect the wound, again causing an infection. And it is okay to ask your medical team and visitors if they have washed their hands!
4. **Share important health information with your medical team** • You may be asked the same questions different times by several members of your medical team (e.g., Do you have any allergies? What medications are you taking?). This is all part of making sure that you get the safest care. Be sure to let your medical team know all of the medications that you are taking, including non-prescribed/medicines not given to you by a doctor like aspirin, Motrin, Advil, vitamins, and any herbal supplements.
5. **Know your medicines** • If you do not understand why you are taking a medication, what it does, its possible side effects, the best time to take it, or foods to avoid, ask. Ask questions so that you understand the medication you are taking. Make sure it is the medicine that was ordered for you. If it looks like the wrong medicine, ask questions.

6. **Ask your medical team to double check that the medicines, tests, and procedures you are receiving were ordered for you** • If you think you are being offered the wrong medicine, test, or treatment, ask questions. While in the hospital you should wear an identification wristband. Check that it has your correct information on it. Your medical team should check your wristband and ask you your name before you receive medication or treatments or when your blood is taken for tests.
7. **Get your test results** • Ask when you can expect your test results. If you do not get them when expected, do not assume the results are okay; ask for the results. If you do not understand the results, ask questions.
8. **Compare expectations** • Discuss with your healthcare team the expectations you have from the treatments or procedure you are going to receive. Ask whether it is realistic. As appropriate, discuss the side effects, allergies, pain, recovery time, and any long-term restrictions. Discuss your advance directive with your physician. An advance directive is a legal document that describes your treatment wishes and names someone you choose to make decisions about your care if you can no longer make decisions for yourself.
9. **Understand what will happen if you need surgery** • Before your surgery, make sure that you, your doctor, and your surgeon all understand and agree on the surgery to be performed. Ask questions if you do not understand something that is said. Before your surgery, you need to know what to expect from it.
10. **Before leaving the hospital** • Make sure you have discharge instructions that you understand. Know what you need to do next, whom to call if you have any questions, what medications you need to take and when, when to return to your doctor, and what follow-up test you may need.

Participate in all decisions about your healthcare. You are the center of the team.