

Welcome to Lakes Regional Healthcare. We are pleased you and your physician have selected us to provide your medical care. We want to do everything we can to make your stay as comfortable as possible. If you have any questions or concerns about any part of your stay, please ask your physician, nurse, or hospital staff member.

### **Patient or Representative Rights and Responsibilities**

#### **The patient or the representative has the right to:**

1. Be treated with dignity, compassion and respect while in the hospital.
2. Receive care in a safe setting. Have all care and treatments provided to his/her in a safe and secure area.
3. Care that takes into account the social spiritual and cultural matters that have an effect on his/her feelings about illness.
4. And is encouraged to obtain from physicians and other direct caregiver's complete and current information about his/her diagnosis, treatment, and treatment outcomes in words that the patient can understand.
5. Know the identity of physicians, nurses and others involved in their care, as well as when those involved are students, residents, or other trainees.
6. Know the immediate and long-term financial implications of treatment choices, insofar as they are known.
7. The patient has the right to participate in the development and implementation of his or her plan of care. Participate in making decisions about the medical care that he/she may receive.
8. Refuse a recommended treatment or plan of care to the extent permitted by law and hospital policy; and to be informed of the medical consequences of this action.
9. Have a family member or representative and his/her own physician notified promptly on his/her admission to the hospital upon his/her request.
10. Expect that within its capacity and policies, the hospital will make reasonable response to the request of a patient for appropriate and medically indicated care and services.
11. Expect reasonable continuity of care when appropriate and to be informed by physicians and other caregivers of available and realistic patient care options when hospital care is no longer appropriate.
12. The patient has the right to be free from all forms of abuse or harassment. Be treated in the least restricted way that preserves his/her safety and that of other patients and staff.
13. The patient has the right to be free from physical or mental abuse, and corporal punishment. Patients have the right to be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience or retaliation by staff.
14. Expect information about pain and pain relief measures.
15. The patient (inpatient or outpatient) has the right to have or formulate an Advance Directive (such as living will, health care proxy or durable power of attorney for health care, or psychiatric advance directive) and to have the hospital staff and practitioners who provide care in the hospital implement and comply with their advance directive including the right to accept or refuse medical or surgical treatment.
16. Timely information about hospital policy that may limit its ability to implement fully a legally valid advance directive.
17. Every consideration of personal privacy. Care discussion, consultation, examination, and treatment should be conducted so as to protect each patient's physical privacy consistent with their care needs.
18. Expect that all communications and records pertaining to his/her care will be treated as confidential by the hospital, except in cases such as suspected abuse and public health hazards when reporting is permitted or required by law. Expect unrestricted access to communication.
19. The patient has the right to the confidentiality of his or her clinical records. The right to access their medical records, including current medical records, upon an oral or written request, in the form or format requested by the individual. Request amendments or corrections to his/her medical record.
20. Review the records pertaining to his/her medical care and to have the information explained or interpreted as necessary, except when restricted by law. Access this information within a reasonable time frame.

21. Ask and be informed of the existence of business relationships among the hospital, education institutions, other health care providers, or payers that may influence the patient's treatment and care.
22. Be informed of hospital policies and practices that relate to patient care treatment and responsibilities.
23. Be informed of available resources for resolving disputes, grievances and conflicts, such as ethics committees, patient representatives or other mechanisms available in the institution.
24. Be informed of the hospital's charges for services and available payments methods; for questions call 712-336-1230 and ask for Financial Services.
25. Receive or refuse to receive visitors of their choice unless there are clinical or legal reasons for visitor restrictions. In the event of clinical or legal restrictions, an explanation will be provided to the patient or representative. The hospital will not restrict visitors based on race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. The patient may instruct the staff verbally or in writing that they have a designated representative and the hospital shall provide that representative with a copy of the patient rights and involve this individual in the healthcare decisions about the patient. This representative will maintain this role during the entire hospitalization unless the patient informs the hospital verbally or in writing of a change in this decision.
26. The patient (or support person) has the right, subject to his or her consent, to receive the visitors, whom he or she designates, including, but not limited to a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend, and his or her right to withdraw or deny such consent at any time. Visitation privileges will not be restricted, limited, or otherwise denied on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
27. Voice a concern or a grievance by contacting the Patient Care Supervisor 24 hours per day at 712-336-1230, contacting the Chief Nursing Officer, Monday through Friday, business hours, at 712-336-8774. Response to concerns or grievances will be received within seven days. Seek review by the Beneficiary and Family Centered Care Quality Improvement Organization for quality of care issues; coverage decision, and to appeal a premature discharge by calling Livanta 1-888-755-5580 or TTY 1-888-985-9295. Somnitech telephone contact number for concerns regarding sleep studies 1-605-362-6201.
28. Receive or refuse to receive visitors of their choice unless there are clinical or legal reasons for visitor restrictions. In the event of clinical or legal restrictions, an explanation will be provided to the patient or representative.
29. Access to treatment regardless of race, color, national origin, religion, sex, gender identity, sexual orientation, diagnosis or source of payment for care.

### **Patient or Representative Responsibilities**

#### **The patient or representative is responsible for:**

1. Providing information about symptoms, past illnesses, hospitalizations, medications and other matters related to health status.
2. Informing the healthcare providers about any changes in his/her condition.
3. Asking questions when they do not understand what they have been told about their care or what they are expected to do.
4. Participating effectively in decision-making, patients must be encouraged to take responsibility for asking questions when they do not fully understand about their care or what they are expected to do.
5. Following the care, service, or treatment plan developed.
6. Understanding the consequences of the treatment alternatives and not following the proposed plan. The patient is responsible for his/her outcomes if he/she does not follow the care, service, or treatment plan.
7. Asking his/her doctor or nurse what to expect regarding pain and pain management.
8. Discussing pain relief options with his/her doctors and nurses.
9. Working with his/her doctor and nurse to develop a pain management plan; ask for pain relief when his/her pain first begins; help his/her doctor and nurse assess his/her pain and tell his/her doctor or nurse if his/her pain is not relieved.
10. Ensuring that the health care institution has a copy of their written advance directive if they have one.
11. Following the hospital's rules and regulations concerning patient care and conduct.
12. Being considerate of the hospital's personnel and property.
13. Providing necessary information for insurance claims and for working with the hospital to make payment arrangements, when necessary.
14. Obligation to fulfill financial responsibilities as soon as possible following discharge. To set up a payment plan please call 712-336-1230 and request to speak to the financial counselor.