

# PATIENT RIGHTS INFORMATION

## 8. Review Your Records

You have the right to access information in your clinical records within a reasonable time frame. You can expect to have the information explained to you, except when restricted by law. The nurses will inform your physician if you request to review your records so that he/she may be present in case of questions. You have the right to request amendments or corrections.

## 9. Hospital Policies

You have the right to information about the hospital's policies that affect you and about charges and payment methods. You have the right of access to and any explanations of any billings for which you are responsible.

## 10. Business Relationships

You have the right to know about business relationships that may affect your treatment and care. These relationships may be among the hospital, other health care providers or insurers.

## 11. Patient Responsibilities

**Give correct and full information:** You are responsible for telling those caring for you everything you can about your symptoms, medications, previous illnesses, etc. You are also expected to tell your health care providers about any changes in your condition and whether you understand your plan of care.

**Follow your treatment plan—**You are responsible for following the instructions of your health care professionals and informing them if you will have problems doing so.

**Responsible for your actions—**You are responsible for your own actions if you refuse treatment or don't follow your doctor's instructions. You should also recognize the impact of your lifestyle on your health.

**Advance Directives—**You are responsible for making sure the hospital has a copy of your living will and/or durable power of attorney for health care.

**Payment of Bills—**You are responsible for providing necessary insurance information and for working with the hospital in making arrangements for payment of your bill if necessary.

**Follow Hospital Rules—**You should follow all hospital rules and regulations, as they have been made with your safety and well-being in mind.

**Consideration of Others—**You are responsible for considering the privacy and rights of others when you have visitors or are using the television, radio or telephone.

*Hegg Health Center wishes to promote open communication regarding your hospital experience. We encourage you to call the Director of Patient Care at (712) 476-8056 or the Administrator at (712) 476-8010 to voice any complaints or concerns, or to ask questions. Complaints and concerns will be reviewed and resolved in a timely manner.*

You may call or write to:

Iowa Department of Inspections & Appeals  
Health Facilities Division

Lucas State Office Building  
321 East 12th St.  
Des Moines, Iowa 50319-0083  
(515) 281-4115

If you are a Medicare patient and feel you are being discharged too soon or have questions or comments, you may contact the Quality Improvement Organization (QIO) at:

KEPRO  
5201 West Kennedy Boulevard  
Suite 900  
Tampa, FL 33609  
1-855-408-8557



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*As a patient of this facility, you have the right to a dignified existence and to communicate with individuals and representatives of your choice. The facility will protect and promote your rights as designated below:*

## 1. Patient Rights

Hegg Health Center is dedicated to providing you with the best possible health care. We want to make sure you are treated with dignity and respect, and that you are given all the information you need to understand your condition and make decisions about your treatment. These are known as Patient Rights. Please take time to read about your Patient Rights and Responsibilities and then ask your health care professionals if you have questions.

## 2. Respectful Care

All staff should treat you with respect and courtesy. Your race, creed, religion, sex, national origin, diagnosis or ability to pay will not affect the care you receive. The hospital must make every attempt to provide you with care based on the seriousness of your illness and the hospital's ability to treat you. You can expect to be told about care alternatives when hospital care is no longer appropriate. You have the right to know about resources to help you resolve problems or questions about your care, such as the Patient Representative or Ethics Committee.

## 3. Complete Information

You have the right to current and complete information about your diagnosis, treatment, procedure(s) and expected risks, benefits and outcomes explained to you in words the

names and roles of the professionals taking care of you.

## 4. Care Decisions

You and/or your representative (as allowed by state law) have the right to make informed decisions regarding your care, participate in the development and implementation of your inpatient or outpatient plan of care, discharge plan and pain management plan. Your rights include being informed of your health status 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 or inappropriate.

If you refuse a recommended treatment, you have the right to seek another medical provider. Under no circumstances will your care be directed by your ability to pay or upon any other factors that are not medically related to your care. Exercise of this right will not be held against you or subject you to discrimination and/or reprisal.

You have the right to transfer to another facility if your doctor feels you are able to do so, has explained to you other alternatives to the transfer and finally, you may transfer to another facility if they have accepted your transfer. You have the right to know about research or experimental treatment your doctor may make available to you. You may refuse to participate in experimental care.

## 5. Pain Management

You have the right to receive education regarding pain management as part of your

treatment. You have the right to receive information that will help you understand the risk for pain and the importance of effective pain management as it is related to your treatment. You should inform your health care provider when you have pain or if pain that is being treated is not relieved.

## 6. Advanced Directives

You have the right to have an advance directive (Living Will, Healthcare Proxy or Durable Power of Attorney for Healthcare) concerning your wishes for treatment or designating a surrogate decision maker with the expectation that staff will honor the intent of that directive to the extent permitted by law. Staff will ascertain whether or not you have an advance directive and if so, include a copy in your medical record. You have the right to timely information concerning any of Hegg Health Center's policies that may limit our ability to fully implement a legally valid advance directive. If you do not have an advance directive, you will be given information about one.

## 7. Patient Needs

**Confidentiality:** All communication and medical records related to your care are kept confidential unless law permits reporting.

**Personal Privacy:** Your right to personal privacy will be respected in all parts of your medical care, examination and treatment.

**Visitation:** With your consent, you have the right to receive any visitors you designate, without limitations/ restrictions on the basis of race, color, national origin, religion,

sex, sexual orientation, gender identity or disability. You have the right to withdraw or deny consent at any time.

**Safety:** You have the right to receive care in a safe and secure setting, free from physical or mental abuse and corporal punishment. The safety and security of your personal property will also be respected.

**Notification:** A family member and/or a representative of your choice and your personal physician will be notified promptly of your admission to the hospital.

**Restraint/Seclusion:** You 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. Restraint or seclusions may only be imposed to ensure your immediate physical safety, the safety of a staff member or others and must be discontinued at the earliest possible time.

**Communication:** You have the right to expect unrestricted communication. You have the right to expect any communication to be given in a language you can understand. You should be included in the decision if it is necessary to restrict visitors, mail, telephone calls or other forms of communication as a component of your care.

**Grievance:** You or your representative, have the right to access an internal grievance process or appeal to an external agency regarding your care. It is your right to expect prompt resolution of this grievance.