



Hayward Area Memorial Hospital

Right here in the place we love.

PATIENT RIGHTS

Hayward Area Memorial Hospital believes a patient's rights and responsibilities are an important part of providing quality health care.

- Every patient, or his or her designated representative, shall be given at the time of admission, a copy of the hospital's policies on patient rights and responsibilities.
- Except in emergencies, the consent of the patient or the patient's legally authorized representative shall be obtained before treatment is administered.

ACCESS TO CARE

You have the right...

- To considerate and respectful care regardless of age, race, color, sex, sexual orientation, gender identity, creed, religion, national origin, ancestry, arrest or conviction record, marital status, source of payment, newborn status or physical and mental challenges.
- To receive treatment provided with respect, dignity, comfort and recognition of individual and personal needs.
- To be informed and participate to the fullest extent possible in planning your treatment and care to meet your needs.
- To know by name, the physician responsible for coordinating your care and all hospital personnel involved in the delivery of your care.
- To obtain from your physician complete, current information concerning your diagnosis, treatment, and prognosis in terms that can be understood and information necessary to give consent prior to the start of any procedure and/or treatment.
- To request treatment or services deemed medically necessary and appropriate.
- To refuse treatment and medication to the extent permitted by law, and to be informed of the medical consequences of this action.
- Except in emergencies, no treatment shall be given without your consent or the consent of your legally authorized representative.
- To create an advance directive, such as power of attorney for healthcare and to have it used according to your directions.
- To have a representative of your choice and your own physician notified of your admission to the hospital.
- To have access to people outside the hospital by means of visitors and by verbal and written communication according to HAMH Visitor Policy. When a language barrier exists HAMH will assist in locating an interpreter for communication purposes.
- To have pain assessed and reassessed systematically and thoroughly, to receive a prompt response to unrelieved pain and to have your expression of pain accepted and respected as the most reliable indicator.
- To refuse to take part in experimental research.
- To receive information concerning your health need and to be involved in your discharge planning.
- To expect that within the capacity of HAMH, you will receive an evaluation, services and/or referral as indicated by the urgency of your case. If medically necessary, you may need to be transferred to another facility only after receiving an explanation concerning the need for such a transfer. The transfer must be acceptable to both you and the other facility.
- To be informed of HAMH's rules and regulations affecting your care and conduct.
- To wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures and treatment.

PRIVACY & SAFETY

You have the right....

- To personal privacy, visual privacy, and auditory, to the extent possible during personal hygiene activities, medical and nursing treatments, clinical discussions.
- To refuse to be filmed or taped without your consent.
- To have safe and clean surroundings.
- To be free from all forms of abuse or harassment, whether from staff, other patients, or visitors.
- To assurance that you will not be chemically or physically restrained unless authorized by a physician order for a specific period of time, for your protection.

CONFIDENTIALITY

You have the right...

- To expect that all communications and other records, including electronic records, pertaining to your care including source of payment for treatment are confidential.
- To examine and receive an explanation of your medical record during regular business hour, with a reasonable notice.
- To receive a copy of your health care records upon payment of reasonable costs.
- To request, receive, and review an explanation of your bill and obtain information relating to available financial assistance.
- To securely view online, download and/or transmit a summary of your observation or inpatient stay.

COMPLAINT PROCESS

- You have the right, without recrimination, to voice a concern or complaint about the care you received. You are encouraged to share your concern with any member of our staff or the Director of Nursing at Extension 4222 or 715-934-4222.
- If a resolution cannot be achieved to your satisfaction, you may request a formal grievance process through the Chief Executive Officer 715-934-4244, Director of Nursing 715-934-4222, or the Compliance Officer 715-685-5185.
- At any time, a complainant may contact the state agency charged with hospital oversight: Bureau of Quality Assurance, P.O. Box 2969, Madison, WI 53701-2969, 1-800-642-6552. The procedure code for the DQA Online Complaint Process is posted at: www.dhs.wisconsin.gov
- These rights apply only to medically necessary treatment.

PATIENT RESPONSIBILITIES

As a patient, you can help us care for you. We ask you:

- To provide information about past illnesses, hospital stays, use of medications, and other matters relating to your health.
- To report unexpected changes in your condition to your care provider.
- To ask questions when you do not understand information or instructions.
- To tell your physician if you believe you cannot follow through with your treatment.
- To accept responsibility for recognizing the effects of your lifestyle on your personal health. Your health depends not just on your hospital care, but in the long term, on the decisions you make in your daily life.
- To be considerate of other patients and to be conscience of the noise level of your visitors.
- To provide information about your sources of payment and to work with the hospital to arrange payment when needed.
- To be respectful of the property of other persons and HAMH.
- To be non-discriminating against health care providers because of their race, religion, color, sex, and nationality or ethnic origin.