

Your Rights and Responsibilities While Receiving Care at FHN

You have the right to:

1. Be treated with respect, dignity and compassion
2. Be assured of confidentiality of personal and medical records as well as privacy in treatment and care of your personal needs including who has access to your record, restriction of use and disclosure of health information.
3. Receive necessary information including risks, benefits, costs and alternatives in order to give informed consent for treatment or refuse treatment. This includes the opportunity for you and the people you choose to participate in decisions about your plan of care.
4. Receive appropriate assessment and management of pain.
5. Have the intent of an Advance Directive (such as a Living Will or Power of Attorney for healthcare) honored by FHN and/or to receive information and assistance in completing an Advance Directive.
6. Know the identity and role of those involved in your care as well as information about other organizations with whom the FHN collaborates to provide healthcare.
7. Register a complaint about your care with FHN (Customer Focus Consultant: 815-599-6356), state authority (Quality Improvement Organization: 1-800-647-8089) or regulatory agencies (Illinois Dept. of Public Health: 160 North LaSalle St., Chicago, IL 60601, 1-800-782-7860) without being threatened, restrained or discriminated against in any way.
8. Access to medical and behavioral services, spiritual care and referrals designed to protect you from abuse and neglect.
9. Speak in confidence with healthcare providers and to have your healthcare information protected. You also have the right to obtain and review a copy of your own medical record and formally request that your physician amend your record if it is not accurate, relevant or complete.
10. A safe and secure healthcare environment. In the event of a medical or healthcare error, you have the right to an explanation and thorough investigation.

You have the responsibility to:

1. Provide accurate and complete information concerning your present complaints, past illnesses, hospitalizations, medications and other matters relating to your health.
2. Report perceived risks in your care and unexpected changes in your condition to your physician(s) and other healthcare providers.
3. Report any perceived or identified safety issues related to your care or the physical environment to your physician(s) or other healthcare providers.
4. Ask questions when you do not understand what you have been told about your care, or what you are expected to do regarding your care.
5. Follow your treatment plan established by your physician, including the instructions of nurses and other health professionals as they carry out your physician's orders.
6. Participate in decisions regarding your medical care, including the planning and implementation of your plan of care. This includes providing your caregivers with a current copy of your Advance Directive.
7. Accept responsibility for your actions should you refuse treatment or not follow your physician's orders.



Speak Up: Your Role in Patient Safety

Everyone has a role in making healthcare safe – physicians, health care executives, nurses and technicians. Health care organizations across the country are working to make healthcare safety a priority. You, as the patient, also can play a vital role in making your care safe by becoming an active, involved and informed member of your healthcare team.

Speak up if you have questions or concerns, and if you don't understand, ask again. It's your body and you have a right to know.

- Don't be afraid to ask about safety. If you're having surgery, for example, the surgeon should mark the operative site so there is no confusion in the operating room.
- Don't be afraid to tell the nurse or the doctor if you think you are about to receive the wrong medication.
- Don't hesitate to tell the healthcare professional if you think he or she has confused you with another patient.

Pay attention to the care you are receiving. Make sure you're getting the right treatments and medications by the right healthcare professionals. Don't assume anything.

- Expect healthcare workers to introduce themselves when they enter your room and look for their identification badges. You should know who is providing your care. If you are unsure, ask.
- Notice whether your caregivers have washed their hands. Hand washing is the most important way to prevent the spread of infections. Don't be afraid to gently remind a caregiver to do this.
- Make sure your nurse or doctor confirms your identity, that is, checks your wristband or asks your name, before he or she administers any medication or treatment.
- At FHN, fall prevention is a priority. Your risk for falling will be assessed and communicated using a sign above your bed and a color coded wristband.

Educate yourself about your diagnosis, the medical tests you are undergoing and your treatment plan.

- Thoroughly read all medical forms and make sure you understand them before you sign anything. If you don't understand, ask your doctor or nurse to explain them.

Ask a trusted family member or friend to be your advocate.

- Your advocate also can help remember answers to questions you have asked, and speak up for you if you cannot.
- Make sure this person understands your preferences for care and your wishes concerning resuscitation and life support.

Know what medications you take and why you take them.

Medication errors are the most common healthcare mistakes.

- Ask about the purpose of the medication and for written information about it, including its brand and generic names. Also inquire about the side effects of the medication.
- Whenever you are going to receive a new medication, tell your doctors and nurses about allergies you have or negative reactions you have had to medications in the past.

Use a healthcare organization that has been evaluated and accredited for quality and safety standards.

- Ask about the healthcare organization's experience in treating your type of illness. How frequently do they perform the procedure you need and what specialized care do they provide in helping patients get well?

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

- You and your doctor should agree on exactly what will be done during each step of your care.
- Know who will be taking care of you, how long the treatment will last, and how you should feel.
- Before you leave the hospital or other facility, ask about follow-up care and make sure that you understand all of the instructions.