



Patient Rights & Responsibilities

We believe that patients who understand and participate in their treatment achieve better results. Please take a moment and familiarize yourself with your rights and responsibilities as a patient.

You have the right to:

- Know the risks, benefits and alternatives to proposed treatments or procedures
- Choose the physicians or other clinicians who will be providing care or treatment, as well as have information about them
- Receive information in easy to understand terms that will allow for an informed consent or refusal of treatment or procedure
- Privacy regarding medical care
- Participate in the plan of care
- Formulate advanced directives and have staff and practitioners comply with those directives
- Reasonable responses to reasonable requests of service
- Leave the medical center against the advice of the physician
- Examine and receive an explanation of the bill for services regardless of the source of payment
- Select providers of goods and services after discharge
- Receive a Notice of Privacy Practices
- Request privacy protection
- Access protected health information in a reasonable time frame
- Amend protected health information
- Request an accounting of disclosures of protected health information
- Be free from any forms of restraint or seclusion as a means of convenience, discipline, coercion, or retaliation
- The least restrictive restraint or seclusion should be used only when necessary to ensure patient safety
- Receive care in a safe environment, free from all forms of abuse, neglect, harassment and/or exploitation
- Have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital

You have the responsibility to:

- Provide accurate and complete information concerning your present medical condition, past illnesses or hospitalization and any other matters concerning your health
- Tell your caregivers if you do not completely understand your plan of care
- Follow the caregivers' instructions
- Follow all medical center policies and procedures while being considerate of the rights of other patients, medical center employees and medical center properties

You also have the right to:

Lodge a concern with the state, whether you have used the hospital's grievance process or not. If you have concerns regarding the quality of your care, coverage decisions or want to appeal a premature discharge, contact the State Quality Improvement Organization (QIO), the Illinois Foundation for Quality Health Care at 1-800-647-8089.

Regarding the problem resolution, you have the right to:

Express your concerns about patient care and safety to hospital personnel and/or management. To report or file a complaint, please call our Patient Relations Manager at 847-360-4071. If your complaint is not resolved to your satisfaction, you may file a complaint with the Illinois Department of Public Health at 1-800-252-4343.

If your concerns and questions can not be resolved at this level, contact the (JCAHO) Joint Commission on Accreditation of Healthcare Organizations at 1-800-994-6610, by fax at (630) 792-5636, by e-mail complaint@jointcommission.org or by mail:

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