

PATIENT RIGHTS

As a patient of Schneck Medical Center, you have the right to:

- Participate in the development and implementation of your plan of care.
- Know the identity of your physician.
- Know the identity of all individuals participating in your care.
- Know the nature and extent of the medical problem.
- Know the planned course of treatment.
- Know your prognosis.
- Receive adequate instruction in self-care in order to manage your health outside of the hospital setting.
- Know alternatives for care or medical treatment where medically significant.
- Information necessary to give informed consent prior to the start of any procedure and/or treatment and the medical significance of your choice.
- Know the probable duration of the hospital stay.
- Know the long-term financial implications of treatment choices, insofar as they are known.
- Accept or refuse any procedure, drug, or treatment and to be informed of the possible consequences of any such decision.
- Formulate advance directives and to have hospital staff and physicians who provide care in the hospital comply with these directives.
- Expect supportive care including appropriate management of pain, treatment of uncomfortable symptoms and support of psychological and spiritual concerns and needs.
- Request consultation regarding ethical issues surrounding your care from the hospital Ethics Committee.
- Have a family member or representative of your choice and your physician notified promptly of your admission to the hospital.
- Personal privacy.
- Receive care in a safe setting.
- Be free from all forms of abuse or harassment.
- Confidentiality of your medical records.
- Access information contained in your closed medical record.
- Decide to participate in clinical trials, research, or investigative treatment programs.



PATIENT RIGHTS (continued)

- Be free from seclusion and restraints of any form that are not medically necessary.
- Considerate, respectful care from all employees.
- Have your expressed personal, cultural and spiritual values and beliefs considered when treatment decisions are made.
- Expect a reasonable response to your request for services within the capacity of the hospital.
- Receive evaluation, services and/or referral as indicated by the urgency of your case and complete information and explanation concerning the needs for and the alternatives to your transfer to another institution when medically permissible.
- Receive information concerning the relationship of the hospital to other healthcare and educational institutions insofar as your care is concerned.
- Accommodation, where possible, of any ethnic, cultural and language variations of the patient.
- Be informed of all hospital policies, procedures, rules and regulations applying to your conduct as a patient.
- A list of clergy members available for spiritual counseling or assistance.
- Expect support and assistance in accessing protective services and community resources.
- Expect an explanation of your bill regardless of the source of payment and to receive information or be advised of the availability of sources of financial assistance, if any.
- Arrange treatments/procedures for children around the teacher's/parent's schedule when possible.
- Expect time for play and recreational activities.
- Be actively informed and/or involved in your assessment, treatment, continuing care and discharge and to be informed by the physician of your condition, treatment and progress.
- Social Services assistance in coping with illnesses that may affect you and your family's physical or psychological development.
- Be allowed to visit, on a limited basis, with your peers who may be limited by your guardian or hospital personnel.



PATIENT RESPONSIBILITIES

By assuming the following responsibilities, you can contribute to your care in a positive way:

- You have the responsibility to provide accurate and complete information about your present complaint, past illnesses, hospitalizations, medications, and other matters relating to your health.
- You have the responsibility to report your level of pain or unexpected changes in your condition to your nurse or doctor.
- You are responsible for reporting whether you clearly comprehend a plan of care and what is expected of you.
- You have the responsibility to follow both the treatment plan recommended by the physician and the hospital's rules and regulations affecting your care and conduct, including the instructions of nurses and other health professionals.
- You have the responsibility to accept the outcome of your actions should you refuse treatment or choose not to follow the physician's orders.
- You are responsible for being considerate of the rights of other patients and hospital personnel and for assisting in the control of noise and the number of visitors.
- You are responsible for being respectful of the property of other persons and of the hospital.
- You are responsible for ensuring that the financial obligations of your healthcare are fulfilled as promptly as possible.

Other Steps You Can Take—SPEAK UP

- Speak up if you have questions or concerns, and if you don't understand, ask again. You have a right to know.
- 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.
- Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.
- Ask a trusted family member or friend to be your advocate.
- Know what medications you take and why you take them.
- Use a hospital that has undergone a rigorous on-site evaluation against established quality and safety standards.
- Participate in all decisions about your treatment.



PATIENT RESPONSIBILITIES

Advance Directives

As an adult with the capacity to make your own decisions, you have the right to participate in decisions concerning your healthcare and medical treatment. Many people choose to indicate their wishes in an Advance Directive. Use of Advance Directives allows you to convey to your family and physicians your wishes concerning your medical treatment. Representatives of the Patient Services Department are available to answer questions and assist with the completion of an Advance Directive.

Any person may make a psychiatric advance directive if he/she has legal capacity. This written document expresses your preferences and consent to treatment measures for a specific diagnosis. The directive sets forth the care and treatment of a mental illness during periods of incapacity. This directive requires certain items in order for the directive to be valid. Indiana Code 16-36-1.7 provides the requirements for this type of advance directive.

Universal Precautions

Since infections may be spread through contact with body fluids such as blood, secretions from the nose and mouth, or contact with urine, stool or drainage from open sores, the hospital staff practice Universal Precautions. "Universal Precautions" means the prevention of disease transmission through the use of infection control practices with all patients. In other words, the staff will frequently wear gloves while caring for you. Sometimes they may wear masks, gown, aprons, or goggles. All people should wash their hands upon entering and leaving your room. You should also wash your hands frequently, as this is the most important way to prevent the spread of infection.

If you believe Universal Precautions have not been followed in your care, please call the Infection Control Coordinator at Ext. 0640. If you are not satisfied with the explanation of Universal Precautions provided by this facility, you may file a complaint with the Indiana State Department of Health by writing to this address:

Indiana State Department of Health
Universal Precautions Coordinator
2 North Meridian Street, 5K
Indianapolis, IN 46204-3003
(317) 233-7825



Americans with Disabilities Act

In an effort to accommodate our patients, Schneck Medical Center has installed automatic entrance doors, oversized wheelchairs, grab bars in bathrooms and dressing rooms, a TDD machine in the Emergency Department for the hearing impaired, amplified telephone receivers, and close-captioned television sets. The AT&T Language Line service is available to assist with translations through the hospital switchboard.

Pain Management

Schneck Medical Center is committed to excellence in pain management. As a patient here, you can expect:

- Information about pain and pain relief measures.
- A concerned staff committed to pain prevention.
- Health professionals who respond quickly to reports of pain.
- State-of-the-art pain management.
- Dedicated pain relief specialists.
- That expressions of pain will be believed.

As a patient here, we expect that you will:

- Ask your doctor or nurse what to expect.
- Discuss pain relief options with you doctors and nurses.
- Work with your doctor and nurse to make a pain relief plan.
- Ask for pain relief drugs when pain first begins.
- Help the doctor and nurse measure your pain.
- Tell the doctor or nurse about any pain that will not go away.
- Not worry about getting “hooked” on pain medication.

Ethics Consultation

Schneck Medical Center recognizes that the potential for conflict exists for decision-makers at all levels of this facility. If such a conflict arises over an issue of patient care, you or a member of your family may ask the Ethics Committee to convene to help resolve the conflict in a mutually satisfactory manner. Call Ext. 0440 for additional information.

