

12. 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.

Other responsibilities

- 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.

13. Visitation Rights

Patients have the right to choose their own visitors during a hospital stay.

Each patient or his/her "support person", as applicable, shall be informed of the right to choose who may visit him/her during a hospital stay, subject to certain clinical restrictions or limitations, and of his/her right to deny or withdraw consent at any time.

A patient's support person may be a family member, spouse, a domestic partner (including a same-sex domestic partner), friend or other individual who is there to support the patient during the course of the hospital stay.

Visitation privileges will not be prohibited based on the visitor's race, color, national origin, disability (physical or mental), age, religion, sex, sexual orientation or gender identity.

In the event the patient is incapacitated and where two or more individuals claim to be the patient's support person, written documentation to establish support person status shall be required.

All visitors are entitled to full and equal visitation privileges consistent with patient preferences.

The Sioux Center Health wishes to promote open communication regarding your hospital experience. We encourage you to call the Quality Officer at (712) 722-8400 or the Regulatory Specialist at (712) 722-8362 to voice any complaints or concerns, or to ask questions. Complaints and concerns will be reviewed and when possible, resolved. Or you may contact:

Iowa Department of Inspection & Appeals,
Lucas State Office Building,
Des Moines, IA 50319-0083
or call 1-800-383-4920

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

Iowa Foundation for Medical Care,
6000 Westtown Parkway, Suite 350E
West Des Moines, IA 50266-7771
or call 1-515-223-2900



PATIENT RIGHTS INFORMATION



Sioux Center Health
An Avera Partner

All patients admitted to Sioux Center Health will have access to a copy of the Patient Rights information. Each patient will be offered this information at the point of registration/admission.

1. Patient Rights

We at the Sioux Center Health are dedicated to providing you with the best possible health care. As part of this commitment to quality 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 components of care are known as your Patient Rights. In addition, there are some Patient Responsibilities you have which can help us work together to ensure you receive quality care. Please take time to read about your Patient Rights and Responsibilities, and ask any of your health care professionals if you have questions.

2. Respectful Care

All hospital staff should treat you with respect and courtesy. Your race, color, national origin, disability (physical or mental), age, religion, financial class, creed, sex, sexual orientation, gender identity, genetic information, diagnosis or source of payment for care will not affect the care you receive.

3. Complete Information

Your doctor must give you complete and current information about your diagnosis, treatment, and outlook for recovery in words that you can understand. If your doctor feels you should not be given this information directly, it will be shared with an appropriate person who is close to you. You have the right to know the names and roles of the professionals taking care of you.

4. Care Decisions

You have the right to participate in making decisions about the medical care you receive. Your family may be included in care decisions if you desire. You have the right to agree or to refuse treatment, as permitted by law, and to know the consequences of your decisions. If you refuse to recommended treatment, you will receive other care as needed. You have the right to consult with a specialist at your request and expense.

5. Advance Directives

You should give a copy of your advance directives to the hospital and your doctor. You have the right to formulate an advance directive, which may include delegation of the right to make decisions about your care to a representative as well as designation of a support person.

6. Patient Needs

Confidentially: All communication and medical records related to your care must be kept confidential unless reporting is permitted by law.

Privacy: All parts of your medical care, examination, and treatment will be kept private.

Security: All care and treatment will be provided in a safe and secure area free from abuse or harassment.

Restraints: You have the right to be free from restraints or seclusion imposed as a means of coercion, discipline, convenience or retaliation by staff.

Communication: You have the right to expect unrestricted access to communication. When it is necessary to restrict visitors, telephone calls, mail or other forms of communication as a component of your care, you can expect to be included in any such decision. You can expect communication of all information to be given in a language you understand at no cost to you. Language assistance will be provided through use of competent bilingual staff, staff interpreters, contracts or formal arrangements with local organizations providing interpretation or translation services, or technology and telephonic interpretation services.

Family Notification: A family member or representative will be notified promptly of your admission to the hospital.

Grievance: You have the right to access an internal grievance process and to appeal to an external agency. To voice grievances without discrimination or reprisal, you may request a Patient/Visitor Report at anytime to fill out, or voice a concern/grievance to any Sioux Center Health staff member.

Sioux Center Health staff will then complete the Patient/Visitor Report and refer it to the appropriate department supervisor following, the grievance policy process.

7. Review Your Records

You may review your medical records and can expect to have the information explained to you, except when restricted by law. The nurse will inform your physician if you request to review your records so that he/she may be present in case of questions. You may transfer to another facility if your doctor decides you are able to do so, has explained to you other alternatives to the transfer, and the other facility has accepted your transfer.

8. Care Provided

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 also expect to be told about care alternatives when hospital care is no longer appropriate

9. 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.

10. Research Treatment

You have the right to know about research or experimental treatment that your doctor may make available to you. You may also refuse to participate in experimental care.

11. 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 an explanation of any billing for which you are responsible. You also 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.