

Patient Rights and Responsibilities

Memorial Medical Center is committed to providing excellent care to you while you are a patient here. We adhere to a philosophy of respect for human dignity and individuality and it is our sincere intention to assure those considerations while providing optimal healthcare services. We believe that the delivery of quality healthcare services is enhanced by the meaningful participation of each patient in his/her care. We believe each individual is a complex being with unique biological, psychological, social/cultural, spiritual, and developmental needs. To promote a better understanding of the expectations which exist between you and Memorial Medical Center, we have adopted the following statements of patient rights and responsibilities.

Patient Rights

You have the right to:

- the best care medically indicated for your medical condition within the limits of Memorial Medical Center's resources. Your right to this level of care exists without regard to race, color, religion, age, sex, handicap, or source of payment for that care.
- be treated respectfully by employees and representatives of Memorial Medical Center, to be addressed by your proper name and without undue familiarity, and to be listened to when you have a question or request additional information.
- refuse medical treatment to the extent permitted by law and to be informed of the medical consequences of your refusal.
- formulate an advance directive, which will be honored by the healthcare professionals at Memorial Medical Center within the limits of the law and the mission and philosophy of the hospital.
- expect a reasonable level of privacy while you are a patient at Memorial Medical Center. You should be able to talk with your doctor, nurse or other healthcare provider in private without concern about being overheard or that the information you provide will be given to others without your permission. If you are in a semi-private room you should expect a reasonable effort to keep your conversations private. When you are being examined or when direct care is being provided, you are entitled to privacy. When you are hospitalized, no one other than those directly providing care to you may see you without your permission.
- confidentiality of your records. Your hospital records and communications regarding your care are confidential, and no person or agency beyond those providing care to you, or monitoring its quality, will have access to your medical records without your written permission or without specific direction by law.
- examine and receive an explanation of your hospital bill regardless of the source of payment for your care. Patients paying through Medical Assistance do not receive a copy of their bill from MMC. A copy is available through the State of Wisconsin.

Patient Rights and Responsibilities

You have the right to:

- expect that, within the hospital's capacity, applicable law and regulation, and within a reasonable time period, we will respond to your request for services, referral and/or transfer to another facility as indicated by the urgency of the medical need. You may not be transferred to another facility unless you have received a complete explanation of the need for the transfer and the alternatives to such a transfer.
- expect Memorial Medical Center and its employees to take reasonable precautions to provide for your personal safety with respect to the hospital's practices and environment.
- know the identity and professional status of physicians and hospital personnel directly responsible for your care and to communicate with them regarding your care.
- complete and current information regarding your medical condition including (to the extent known) the diagnosis, course of treatment and prognosis. This information should be communicated in terms which you can reasonably be expected to understand. You have the right to actively participate in decisions regarding your care.
- receive necessary information to enable you to give informed consent prior to the start of any procedure or treatment, including available medical alternatives and who is responsible for authorizing and performing the procedures or treatment.
- participate or designate someone to participate in the consideration of ethical issues that arise in the provision of care, including resolution of conflict, withholding or withdrawing life support and participation in investigational studies. You have the right to designate an individual to assist you, if you are unable to understand or communicate your wishes regarding care.
- leave the hospital, even against your doctor's advice, unless you have certain infectious diseases which might influence the health of others or if you are incapable of maintaining your own safety as defined by law. If you decide to leave against your doctor's advice, the hospital will not be responsible for any harm which results and you will be asked to sign a "Waiver of Responsibility."
- know what hospital rules and regulations apply to your conduct as a patient.
- have a family member or representative and your own physician promptly notified of your admission.
- be free from all forms of abuse or harassment, to include mental, physical, sexual, and verbal abuse, neglect and exploitation.
- have access to your medical record(s).
- be free from restraints of any form that are not medically necessary.
- appropriate assessment and management of pain.
- access protective and advocacy services.

You have the right to:

- have any grievance regarding your care or relationship with the hospital addressed. If you have such a concern, please discuss it with your immediate caregiver, the manager or supervisor of the involved area, or contact the hospital president or vice president. A copy of our patient grievance policy is included in this guide.
- receive visitors of your choice, unless the individual's presence infringes on other's rights, safety or is medically or therapeutically contraindicated, including, but not limited to a spouse, a domestic partner (including same-sex partner), another family member, or a friend. Patients may indicate individuals they do not want to visit as well. The hospital prohibits discrimination based on age, race, ethnicity, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression. Visitors designated by the patient (or representative) enjoy visitation privileges that are no more restrictive than those that immediate family members would enjoy. Patients may receive visitors at any time during the day as long as it doesn't interfere with medical treatment. If restrictions to visitation occur, the patient will be informed of the clinical reasoning for limitation.
- provide, to the best of your knowledge, accurate and complete information about your present complaints, past illnesses, hospitalization, medications, family history and other matters relating to your health.
- communicate to those who are caring for you exactly how you feel about things that relate to you as a patient.

Patient Responsibilities

You have the responsibility to:

- follow the treatment plan recommended by those providing your care. If you are unable to follow that plan, notify your doctor or nurse.
- be considerate of other patients, hospital personnel and hospital property and to see that your visitors are considerate as well. You are responsible for assisting in the control of noise, and the number of visitors in your room.
- provide complete information concerning the source of payment for services provided by the hospital and for assuring that prompt payment is made for all hospital bills.
- follow all hospital rules and regulations affecting patient care and conduct. Memorial Medical Center is interested in your well-being and in providing the best healthcare possible. If you have questions or concerns at any time, please feel free to discuss them with your doctor, nurse, or the management of the hospital.
- provide the hospital with a copy of any advance directive you have formulated.