

Your Rights as a Patient

You have the right . . .

1. To receive care and treatment, regardless of race, creed, color, sex, national origin, ancestry, religion, sexual orientation, marital status, age, newborn status, handicap or sources of payment for care.
2. At all times and under all circumstances, to receive considerate, respectful care that recognizes you as an individual with unique healthcare needs and maintains your personal dignity. An environment will be maintained in which you are free of abuse and harassment.
3. Within the law, to personal privacy and confidentiality. You have the right to request a transfer to another room if another patient or visitor is unreasonably disturbing you.
4. To inspect the information in your medical record, within the limits and provisions of applicable law.
5. To have your physician and a family member or representative notified promptly of your admission to the hospital.
6. To effective management of symptoms associated with your disease, condition or treatment (e.g. pain, nausea).
7. To fully understand and participate in all decisions regarding your diagnosis, plan of care, treatment and prognosis. If you so require, you have the right to request an interpreter. You have the right, at your request and expense, to consult with a specialist.
8. To refuse treatment as permitted by law and to be informed of the medical consequences of such refusal.
9. To formulate an advance directive concerning your medical care and to appoint a representative to make healthcare decisions on your behalf should you become unable to communicate your wishes.
10. Regardless of the payment source, to receive an itemized, detailed explanation of your total bill for services rendered at the hospital.
11. Should it be necessary to be transferred to another healthcare facility, to receive a complete explanation of the need for the transfer and any alternatives.
12. Patients with a diagnosis of Alcohol or Other Drug Abuse, Mental Illness or Developmental Disabilities may be entitled to other rights in addition to the rights listed here.
13. To voice complaints about the care received and to have those complaints reviewed, and when possible, resolved. Voicing complaints will not adversely affect your care. You may direct complaints to your care provider, the department manager, the vice president, or Riverview's patient advocate (715-422-9359). If you do not feel we have resolved your concern to your satisfaction, you may contact the Wisconsin Office of Quality Assurance, Bureau of Health Services (608-266-8481) or The Joint Commission (1-800-994-6610). Medicare beneficiaries also have the right to file a complaint with the Quality Improvement Organization (QIO) in the state where services are being or were provided about premature discharge or the quality of care they are or have received. The QIO in the State of Wisconsin is MetaStar (1-800-362-2320) 2909 Landmark Place, Madison, WI 53713. Follow up will occur in writing if resolution cannot occur immediately.
14. To expect reasonable safety insofar as hospital practices and environment are concerned.
15. To be free from physical restraints imposed for purposes of discipline or convenience.
16. To refuse to participate in any medical research or educational projects.
17. To know the identity and the professional status of individuals providing service to you.
18. To have a support individual of the patient's choice present per the Riverview Hospital Association visitor control policy unless the individual's presence infringes on others' rights, safety or is medically or therapeutically contraindicated. Patients have the right to withdraw or deny such consent at any time.

For more detailed information on your rights, please request the booklet,
"Patient Rights and Responsibilities and Policy Statement on Patients' Rights of Self-Determination."
If you have questions about any of your rights and responsibilities or about advance directives,
please ask to speak with the hospital social worker or patient advocate.

Your Responsibilities as a Patient

You have the responsibility . . .

1. To provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, advance directives and other matters relating to your health.
To report unexpected changes in your condition to the responsible practitioner.
To report whether you clearly comprehend a contemplated course of action and what is expected of you.
2. To follow the treatment plan recommended by the practitioner primarily responsible for your care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care, implement the responsible practitioner's orders, and enforce applicable hospital rules and regulations.
To keep appointments and, when you are unable to do so for any reason, to notify the responsible practitioner or the hospital.
3. To take responsibility for your actions if you refuse treatment or do not follow the practitioner's instructions.
4. To assure that the financial obligations of your healthcare are fulfilled as promptly as possible.
5. To follow hospital rules and regulations affecting patient care and comfort.
6. To be considerate of the rights of other patients and hospital personnel and for assisting in the control of noise, smoking and the number of visitors.
To be respectful of the property of other persons and of the hospital.

For more detailed information on your rights and responsibilities, please request the booklet, "Patient Rights and Responsibilities and Policy Statement on Patients' Rights of Self-Determination." If you have questions about any of your rights and responsibilities or about advance directives, please ask to speak with the Riverview Hospital patient social worker or patient advocate.