PATIENT RIGHTS AND RESPONSIBILITIES

Broadlawns Medical Center is committed to respecting the rights of patients. Honoring these rights is an important part of respecting and caring for the patient as a whole person.

PATIENT RIGHTS

As a patient of Broadlawns Medical Center you have the following rights:

Notice of Rights:
To receive in writing your Patient Rights and Responsibilities. This written information will be provided to you at your first registration for services at Broadlawns Medical Center, and at every admission thereafter. This information is also posted at various areas of the Medical Center.

Rights Related To Your Care:
To participate in the development and implementation of your plan of care and treatment.

To request or refuse treatment in accordance with law and regulation. If you refuse recommended care or treatment you are responsible for the results of that decision.

You or your surrogate decision maker has the right to make informed decisions regarding your care and be informed of your health status.

To complete and current information about your health status, diagnosis, care and treatment in a manner that you can understand including an explanation of any proposed procedure, drug or treatment.

To receive effective communication. This includes receiving information in your primary language (interpretation/translation), as necessary, or the provision of services or devices to communicate with hearing impaired patients.

To ask for and receive special arrangements for physical disability or communication needs.

You, and when appropriate, your family members have the right to be informed about the outcomes of care, including unanticipated outcomes.

The right to have a family member or representative of your choice and your own physician notified as soon as can be reasonably possible of your admission to the hospital unless you request that this not be done.

Each patient will be informed of visitation rules of the hospital unit they are on, which will include any clinical restrictions. The patient may or may not give consent to receive the visitors, phone calls and mail they designate. This includes but is not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend. Each patient has the right to withdraw such consent at any time. Broadlawns Medical Center will not deny the patient visitation on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, age or physical or mental disability.

To be transferred to another healthcare facility at your request if medically and legally possible, and to receive an explanation of your need for care and treatment at an alternative facility and be fully informed of the transfer process.
To know if care involves research or experimental methods of treatment and the right to consent or refuse to participate.

To be involved in the discharge planning process.

To appropriate management of pain, treatment of uncontrollable symptoms and support for your emotional and spiritual needs even if you are dying or have a terminal illness.

To request a review by the Medical Center’s Biomedical Ethics Committee regarding ethical issues involving your care.

To practice religious worship or cultural practices of your choice to the extent possible, and to access pastoral counseling if desired.

Access to protective and advocacy services, as needed.

To contact legal representation or counsel.

To seek discharge from the Medical Center.

To receive necessary care and treatment, to stabilize your condition, regardless of your ability to pay.

**Rights Related To Your Caregiver:**
To know the name of the physician or other practitioners and staff providing care, treatment and services to you.

To ask for assistance in obtaining consultation with another physician regarding care. The consultation may result in additional costs to you.

**Rights Related To Privacy and Confidentiality:**
To have information about your care kept confidential and not be released without your signed consent, unless required or allowed by law.

To personal privacy during toileting, bathing, and dressing, and during medical/nursing treatments unless contraindicated by assessed clinical needs.

The right to consent to video, photographs, or other electronic monitoring or recording methods while being examined.

To privacy regarding information such as your presence and location in the medical center, or the release of information such as your name, age, address, income, or health information without your prior consent. If you are admitted due to emergency circumstances the hospital will provide information to patient families or significant others in those circumstances where you are unable to make your wishes known.

**Rights Related To Access To Clinical Records:**
To access information contained in your clinical record within a reasonable timeframe.

**Rights Related To Safety:**
To receive care in a safe and secure setting.

To education about your role in helping to facilitate the safe delivery of care.

To be free from all forms of abuse or harassment including physical, sexual, or mental abuse and corporal punishment.
To be free from neglect.

To be free from exploitation.

To be free from restraint or seclusion of any form unless used to ensure your immediate physical safety or the safety of a staff member or other people. When unavoidable, to safe implementation of restraint or seclusion by trained staff. To have restraint and seclusion discontinued at the earliest possible time.

**Rights Related To Charges For Your Care:**

To know the charges of care, how charges will be billed and the methods of payment.

To examine the bill and receive an explanation of charges when requested.

To know that Broadlawns Medical Center has contracts with outside parties, including physicians, that may incur a separate charge and bill from the hospital.

**Rights Related To Advance Directives:**

To formulate an advance directive and to have hospital staff and practitioners comply with these directives. Advance directives state your choices for healthcare treatment if you are injured or become very ill and cannot communicate or make decisions. Advance directives can also name someone to make healthcare choices for you.

When you are at Broadlawns Medical Center, you will be asked if you have an advance directive. If you do, please bring it with you so it can be included in your medical record. If you do not have one, please ask if you have questions or would like assistance in filling one out.

To contact a State regulatory agency if you have a concern about how your advance directive is being honored.

To formulate a behavioral health advance directive regarding your wishes for use of medications, types of therapies, use of restraint and seclusion, who should be notified upon your admission, and who should be permitted to visit you during psychiatric care.

The existence or lack of existence of an advance directive does not determine a person’s access to care.

**Rights Related To Non-Discrimination:**

Broadlawns Medical Center will not deny you services or discriminate against you on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, age or physical or mental disability.

**Rights Related To Complaints and Grievances:**

You have a right to ask questions and voice suggestions and concerns related to the quality of care and services received or premature discharge.

To voice concerns and to expect a prompt response and attempt at resolution. If you are concerned about services you have received, please discuss your concerns with the person involved, including what you consider to be an acceptable solution. If you are not satisfied with the outcome of your discussion or prefer not to talk to this person, please ask to speak to a supervisor. If you remain dissatisfied, please contact the Patient Advocate who can be reached by calling (515) 282-2323.

A grievance can be filed directly with the Broadlawns Medical Center Patient Advocate. The Patient Advocate will investigate your concern, take corrective action if possible and communicate the results of
the investigation to you. A grievance will be responded to in writing within seven (7) days with a resolution, or if it is not possible to resolve the issue within this timeframe, you will receive a written acknowledgement of your concern and a written follow-up within (60) sixty days.

Any expression of a concern will in no way compromise your care or future access to our services.

**Reporting Concerns about the Organization:**
Broadlawns Medical Center is proud to be accredited by Joint Commission. The mission of Joint Commission is to continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value.

We will make every effort to address and resolve your reported concerns. If a member of our staff is unable to resolve your concerns by the process listed above please contact administration. If we still have been unable to be successful in resolving your concern please feel free to contact the agencies listed below. You are also encouraged to contact these agencies at any time. Even if you have told your concern to us, you still have the right to tell it to one of these agencies.

**Additional resources** when reporting a concern about a health care organization:

- Joint Commission on Accreditation of Healthcare Organizations - 800-994-6610
  One Renaissance Blvd.
  Oakbrook Terrace, IL 60181  [www.jointcommission.org](http://www.jointcommission.org)

- Polk County Mental Health Advocate - 250-6150
  666 Grand Avenue
  Des Moines, Iowa  50309

- Iowa Protection and Advocacy Services - 278-2502
  950 Office Park Road #221
  West Des Moines, Iowa 50265

- State of Iowa Office of Citizens’ Aide/Ombudsman Foundation - 1-888-426-6283
  Ola Babcock Miller Bldg./1112 East Grand Avenue
  Des Moines, IA 50319

**Behavioral Health Inpatients:**
In addition to the above rights, patients admitted to the Behavioral Health Inpatient Unit have the right:

- To be free from unnecessary or excessive medication or treatment intervention.
- For all patient’s to have access to religious worship of the patient’s choice to the extent possible. Pastoral counseling shall be available if desired.
- To unimpeded, private and uncensored communication with others by mail and telephone and with a person of the patient’s choice unless therapeutic or security concerns dictate otherwise and is documented in your plan of care.
- Early discharge from the Inpatient Psychiatric Unit must be requested in writing. If you are a voluntary patient, you will be discharged within 24 hours of your written request, unless Broadlawns Medical Center seeks a court order to keep you here for further treatment or assessment. In this case, you will receive notice from the court of a hearing date and may attend the hearing.
PATIENT RESPONSIBILITIES

Healthcare is a cooperative effort among patients, physicians, and other hospital staff. In addition to rights, it is expected that you will assume the following responsibilities to the best of your ability.

To follow the hospital's rules and regulations affecting patient care and conduct.

To provide, to the best of your knowledge, a complete and accurate medical history and health status when requested.

To inform your physician or nurse if you do not understand your treatment plan or what you are expected to do, and ask questions regarding your condition, care and treatment.

To follow your physician’s recommended treatment plan for you.

To inform your physician or nurse if there is an unexpected change in your condition, or you perceive a risk, or if problems arise in treatment.

To be considerate of other patients and of hospital staff and property.

Patients and their families are responsible for reporting perceived risks in their care and unexpected changes in the patient’s conditions.

Patients and families also have the right to education about their role in helping to facilitate the safe delivery of care.

To fulfill your financial obligation as soon as possible following your visit or discharge.

Note: Upon your request a written copy of this poster is available at registration as well as a written copy of the Complaints/Grievances Policy