Hendricks Regional Health

Patient Rights & RESPONSIBILITIES

Providing quality care requires the cooperation of you, your health care provider, and the hospital staff. Hendricks Regional Health wants you to know that, as a patient in our hospital, you have certain rights and responsibilities.

AS A PATIENT, you (and/or your legal representative) have the RIGHT to...

1. Considerate and respectful care.
2. Participate in your care, including developing and implementing a plan of care.
3. Make informed decisions regarding your care. You have the right to be informed of your health status, being involved in care planning and treatment, and being able to refuse or request treatment.
4. Have medical information provided to you in terms you can understand which may include access to a qualified interpreter, qualified sign language interpreter and/or information in other formats (information written in other languages, large print, communication boards/pictures, magnifying syringe devices) should a language, communication barrier or visual/site limitation exist at no cost to you.
5. Formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
6. Have a family member or representative of your choice and your personal health care provider notified of your admission to the hospital.
7. Personal privacy.
8. Receive care in a safe setting and clean environment.
9. Receive care free from all forms of abuse, neglect, and/or harassment.
10. Appropriate medical treatment regardless of age, gender, sexual orientation, race, color, religion, national origin, handicap, disability, or the source of payment for our care.
11. Confidentiality of your clinical records.
12. Access your clinical record, including current record, upon an oral or written request, in the form and format requested by you, if it is readily producible in such form and format; if not, in a readable copy form or such other form and format as agreed to by the facility and you, and within a reasonable timeframe.
13. Be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff. When restraints are medically necessary, you have the right to safe implementation of restraint or seclusion by trained staff.
14. Be fully informed of and to consent or refuse to participate in any unusual, experimental or research project without compromising your access to services.
15. Know the professional status of any person providing their services.
16. Know the reasons for any proposed change in the professional staff responsible for your care.
17. Know the reasons for a transfer within the hospital or to another facility.
18. Know the relationship(s) of the hospital to other persons or organizations participating in the provision of your care.
19. Access the cost, itemized when possible, of services rendered within a reasonable period of time.
20. Be informed of the source of the hospital's reimbursement for services and any limitations this may place on your care.
21. Have pain treated as effectively as possible.
22. Receive visitors.

23. Informed consent for donation of organs and tissues.
24. Be informed about outcomes, including those outcomes that differ significantly from anticipated outcomes.
25. Know what care you should seek after discharge from the hospital.
26. Discuss with your health care provider or request a second opinion from another member of the medical staff regarding the reason for a proposed change in your care. You also have the right to request an ethics consultation to address actual or potential issues that may arise.
27. Express a complaint or grievance and expect timely follow-up.
28. Leave the hospital against your health care provider's advice to the extent permitted by law. If you refuse treatment or leave the hospital against your health care provider's advice, the hospital and your health care provider will not be responsible for any harm that this action may cause you or others.

The health care providers at the Hospital care for the sick and injured. They recognize that to be effective, the effort must be a partnership of the patient and the healthcare team working together for a common goal. As a patient you will be expected, within the limits of your abilities, to assume a share of the responsibility for your healthcare.

AS A PATIENT, you (and/or your legal representative) have the RESPONSIBILITY to…

1. Provide complete and accurate information about present complaints, past illnesses, hospitalizations, surgeries, prescribed and over-the-counter medications, past allergic reactions, changes in your condition and other matters relating to your health to the best of your ability in order for care to be coordinated in a safe manner.
2. Actively participate in developing and carrying out the plan of care, including asking questions about the plan of care or if you do not understand any instructions, course of action or expectations.
3. Share any values, spiritual beliefs, or advance directive(s) that are important to your care and well-being.
4. Let your healthcare provider know if you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services.
5. Be considerate of other patients and staff, and to see that your visitors are considerate as well, particularly in regard to noise, the number of visitors and compliance with the smoke-free environment.
6. Be respectful of others, of other people's property and that of the hospital.
7. Report unexpected changes in your condition to your provider.
8. Follow hospital rules and regulations regarding your care and conduct.
9. Provide necessary financial information to ensure accurate billing and meet financial commitments.
10. Follow the recommendations and advice given by your provider (or healthcare team) about your treatment.

If you have questions, suggestions, or concerns about your care, please notify your nurse or provider. If your concerns are not managed to your satisfaction, please contact:

Hendricks Regional Health
Patient Experience Department
1000 East Main Street
Danville, IN 46122
(317) 386-5621
www.hendricks.org/HRHfeedback

Indiana State Department of Health
2 North Meridian Street
Indianapolis, IN 46204
(317) 233-1325

Accreditation Commission for Health Care
139 Weston Oaks Court
Cary, NC 27513
(855) 937-2242
www.achc.org/contact

During your stay, we want our patients to have easy access to documentation that will help you understand all of the services we offer. Our Patient Handbook provides useful information to help make your stay with us as comfortable, convenient, and safe as possible. Our handbook can be viewed by scanning the QR code in your information folder/binder, at www.hendricks.org, or you may request a paper copy.