

- To discontinue treatment.
- To write an Advance Directive and to have medical staff who provide care follow the directive.
- Know why your care is transferred to another doctor or facility.
- You may be treated without consent if there is an emergency and immediate action must be taken to save your life. If you are unconscious or too sick to give consent, consent will be obtained from:
 - The decision maker designated in your Advance Directive.
 - Your nearest relative or your legal guardian.

Examine and Understand Your Medical Bill

You can see and ask to have your medical bills explained regardless of the source of payment. We have Financial Counselors who can help you. Please let us know if you need help.



Your Responsibilities

As a partner in your health care, we encourage you to:

Be Honest - Provide an accurate and complete medical history, and tell those who are caring for you exactly how you feel about the things that are happening to you.

Understand - Know about your health problems. If you do not understand your illness or your treatment, ask your health care team to explain it to you.

Follow the Treatment Plan - Advise the staff treating you if you feel unable to follow a certain treatment plan.

Report Changes - Tell your doctor about any changes in your health. Let your nurse know if you feel your condition is not getting better.

Know Your Medicines - Know or write down the names of the medications you are taking and what they are for.

Report - Tell your nurse of any concerns you have regarding your safety or care.

Inform us and provide a copy of your Advance Directive if you have one.

Follow Aspirus' rules and be respectful of other patients, staff and property.

Know your health insurance benefits. We ask that you pay your bills promptly.

Request to have anything of value sent home with a family member/friend or locked up until you are discharged. Aspirus can not be responsible for lost items.

Ask your family members to respect the rights of other patients.

Expect to Have a Concern or Complaint Resolved

If at anytime you have a complaint or concern, please speak to your nurse or ask to speak to a manager, supervisor, or the Patient Representative.

Whether we are able to resolve your concern or complaint you may contact:

**Department of Health and Family Services
Bureau of Quality Assurance
PO Box 2969
Madison, WI 53701-2969
608.243.2024**

**The Joint Commission of Accreditation
of Healthcare Organization
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
complaint hot line
800.994.6610
Email: complaint@jacho.org**

**Renal Network 11
1360 Energy Park Dr., Suite 200
St. Paul, MN 55108
800.973.3773**

In the event your complaint remains unresolved, you may file a complaint with our Accrator, The Compliance Team, Inc. via their website www.thecomplianceteam.org or via phone at 1.800.291.5353.



Patient Rights & Responsibilities

Aspirus Clinics
Aspirus At Home
Aspirus Wausau Hospital

*A partnership between you
and your health care providers.*



At Aspirus, Inc. we believe patients who understand and participate in their health care get better results. We are here to work with you.

Please ask questions about things you do not understand and share any concerns you may have.

Aspirus provides Patient Representatives who are able to help you when an additional voice is needed.

The Patient Representative will ask questions on your behalf, address your concerns about any aspect of your care, and help you ensure that your rights are being respected.

We want to work with you. A patient representative is available Monday through Friday from 8 a.m. - 4:30 p.m.

- For Aspirus Clinics, contact the Clinic Manager at your doctor's office.
- For Aspirus Wausau Hospital, contact the Patient Representative at 715-847-2275.
- After 4:30 p.m. and on weekends you may call 847-2121 and ask to have the House Supervisor paged.
- For Aspirus At Home, contact the Team Leader at your local office.

You Have The Right to...

Patient Safety

- You will be cared for in a safe environment by competent and caring doctors, nurses, and other health care staff members.
- You will be free from restraints unless medically necessary.
- You will be free from abuse, harassment, and seclusion.

Courteous Treatment

- You will be treated with dignity. We will respect your cultural and personal values, beliefs, and preferences.
- You will not be discriminated against. Your care and visitation rights will not be affected by your or your support person's age, race, gender identity or expression, color, national origin, ancestry, religion, sex, sexual orientation, marital status, illness, disability, socioeconomic status or ability to pay.
- Interpreter services - both oral and written are available for you.
- You will know your care providers. Those involved in your care will introduce themselves, their role and explain what they are going to do.
- You will have your doctor and/or family notified upon admission to the hospital.
- A privacy officer and an ethics committee is available to assist you if you have questions about your care or treatment.
- Obtain information about any relationship the facility has with other health care and education institutions concerning your personal care.
- Expect reasonable continuity of care and the right to know, in advance, what appointment times and doctors are available and where.

Privacy

- Your care, treatment and exams will be performed in private.
- You may choose to identify yourself as a "privacy patient". Please ask your nurse for more information about this status.

- You have the right to receive/deny visitors, who you designate including but not limited to a spouse, a domestic partner to include a same sex partner, another family member, or a friend.
- Your visitors may be restricted for reasons including but not limited to:
 - Infection control concerns
 - Visitation interfering with the care of other patients
 - Existence of court orders restricting contact
 - Visitors engaging in disruptive, threatening, unlawful and/or violent behavior
 - Your need for rest or privacy
 - You undergoing care interventions- every effort will be made to allow you to have your support person present for support and comfort during care
- If you want your clergy to visit you, please let us know.
- All visitors will enjoy free and equal visitation privileges consistent with your preferences.

Confidentiality - Medical Record

Your medical record is confidential and will be viewed only by those involved in your care. You are assured confidential treatment of your medical record by state and federal law. You may:

- Review your own medical record with a health care provider and have the information explained to you.
- Request amendments to and obtain information on disclosure of your personal health information in accordance with law and regulations in a manner tailored to your age, language, and ability to understand.

Information About Treatment

Your treatment will be explained to you. You may include family members or friends in this discussion. You have the right to receive from your doctor, necessary information to give informed consent before the start of any procedure, treatment, or participation in any form of research.

You can expect your doctor to explain:

- Your diagnosis and plan of care.
- Different types of treatment and the risks, benefits, and side effects of each type.
- The probable outcome and any common problems that might occur.

Participate in Decisions About Your Care

Please tell your nurse if you think your condition is getting worse. We have a special team that will be called to assess your condition.

We respect your right:

- To choose your doctor.
- To participate in your plan of care.
- To have your pain assessed and treated.
- To refuse a procedure or treatment to the extent permitted by law and to be informed of the medical consequences of this action.

