



## ***Patient Bill of Rights***

*Each patient has a right to dignified existence, self-determination and communication with, and access to, persons and services inside and outside the facility. This facility will protect and promote the rights of each patient.*

1. No patient shall be denied appropriate medical care on the basis of race, color, national origin, disability, sex, age, religion or ability to pay. Every patient shall be free from discrimination based on the source of payment for the patient's care.
2. The patient has the right to be fully informed in language he/she can understand of his/her total health status including, but not limited to, his/her medical condition.
3. The patient has the right to choose a physician from the hospital's medical staff and is entitled to know which physician is responsible for providing his/her care.
4. The patient has a right to be fully informed in advance about care and treatment and any changes in that care and treatment that may affect the patient's well-being. The patient has the right to contact his/her physician.
5. The patient has a right to participate in planning his/her care and treatment unless adjudged incompetent or otherwise found to be incapacitated under the laws of the State. The organization's staff will communicate with representative decision-maker in the event that the patient is incapable of understanding a proposed treatment or procedure or is unable to communicate his/her wishes regarding care.
6. The patient has the right to refuse treatment, medications and rehabilitative therapies and to refuse to participate in experimental research.
7. The patient has the right to physical and emotional privacy in care, treatment and in caring for personal needs.
8. The patient has the right to voice grievances with respect to treatment or care that is, or fails to be, furnished and recommended changes in organizational policies or services without discrimination or reprisal for voicing grievances.
9. The patient has the right to personal privacy and confidentiality of his/her personal records. The patient may approve or refuse the release of personal and clinical records to any individual outside the facility except when:
  - a) The patient is transferred to another health care facility.
  - b) Record release is required by law or a third party payment contract.
  - c) Official surveys for hospital compliance with accreditation, regulatory, and licensing standards.
10. The patient will be given reasonable advance notice of any planned transfer or discharge and an explanation of the need for alternatives to the transfer or discharge except when there is a medical emergency or the health or safety of individuals in the facility would otherwise be endangered.
11. The patient has the right to be free from verbal, sexual, physical or mental abuse, corporal punishment and involuntary seclusion.
12. The patient has the right to be free from physical restraints or psychoactive drugs administered for the purpose of discipline or convenience and not required to treat the patient's medical symptoms.
13. The patient has the right to associate and communicate with persons of his/her choice. The organization will provide reasonable access to any patient by any person/people who provides health, social, legal or other service to the patient, subject to the patient's right to deny or withdraw consent at anytime.
14. The patient has the right to privacy in written communication including sending and receiving mail promptly that is unopened and in the private use of a telephone.
15. The patient has the right to examine and receive an explanation of his/her hospital bill and receive information relating to financial assistance available.
16. The patient has a right to make known advance directives concerning his/her care. If requested, the organization's social workers will assist the patient in completing a "Declaration to Physicians" (Living Will) and a "Power of Attorney for Health Care" to clarify the patient's wishes with regard to future health care choices.
17. The patient has the right to participate in the consideration of ethical issues that arise in the provision of his/her care. The Ethics Committee serves in an advisory capacity and in conflict resolution with ethical issues.
18. The patient has the right to considerate and respectful care that respects the patient's personal value and belief systems.
19. The patient has the right to access protective services.
20. Aspirus Medford Hospital & Clinics will make every effort to investigate and resolve complaints regarding alleged violations of patient rights. Patients also have a right to file a complaint with:

Bureau of Quality Assurance  
PO Box 2969  
Madison, WI 53701-2969  
Phone: 608-266-8481