



PATIENT RIGHTS AND RESPONSIBILITIES:

Our patients have the right to . . .

1. Be informed of the rules and regulations of this hospital, including how to file a complaint.
2. Receive care that is impartial regardless of race, color, religion, sex, ethnic origin, age, disability or source of payment.
3. Receive care that is considerate and respectful of personal, religious and cultural values within the limits of the law.
4. Know the name and professional status of those providing care.
5. Receive care in safe and secure environment that is respectful of personal privacy.
6. Have information regarding health status, plan of care and medical record kept confidential.
7. Have a family member informed of the hospitalization, if appropriate.
8. Receive relevant, current and understandable information and diagnosis, treatment plan, outcomes and prognosis. TDD telecommunication devices are available for the hearing impaired and interpreter services are available, as needed.
9. Participate in decision making about health care. If desired, the family may also participate.
10. Prepare Advance Directives for health care and have staff honor those requests, within limits of the law.
11. Have a legally designated agent or appointed surrogate make health care decisions during times when patients are not able to make their own decisions or unable to express their wishes.
12. Exclude any or all family members from participating in their care.
13. Have unrestricted access to communication within the constraints of this hospital and its policies.
14. Have visits from faith leaders or advisors.
15. Be free from all forms of harassment and abuse. Social service referrals are available if protective services are indicated.
16. Be free from restraints that are not medically indicated.
17. Have pain assessed and managed throughout the course of hospitalization.
18. Receive a full explanation of invasive procedures.
19. Refuse treatment.
20. Be informed of the name of the physician and other practitioners who care for them and to know of any professional relationships these caregivers may have that suggest a conflict of interest relating to patient care.
21. Be transferred to another facility if medically indicated services are not available here, upon acceptance by the receiving organization.
22. Participate in research studies on a voluntary basis. Refusal to participate will not compromise care.
23. Be informed of plans for discharge in advance.
24. Discuss and make decisions regarding end-of-life choices, such as withholding resuscitative services, and forgoing or withdrawing life support.



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25. Expect care at end of life that is respectful of expressed personal, religious, or cultural values, within the extent of the law.
26. Participate in resolving medical care dilemmas, especially conflicts in care.
27. Access information in their medical record within a reasonable length of time.

OUR PATIENTS OR THEIR LEGALLY DESIGNATED AGENT OR APPOINTED SURROGATE HAVE THE RESPONSIBILITY . . .

1. To follow applicable hospital policies.
2. Treat physicians, staff, patients, visitors and others with respect.
3. Provide complete and accurate information about medical condition, previous illnesses, allergies, hospitalizations, medications and other matters relating to their health and medical history. To accurately report pain and relief from interventions.
4. Ask questions and express concerns if they are unclear about the medical management plan and treatment options.
5. Make reasonable efforts to comply with the plan of care and therapies.
6. Participate actively and in a timely manner with discharge planning and preparations.
7. Accept financial responsibility for care and services provided.

Interpreter Services

RML Specialty Hospital offers interpreter services for patients and families twenty-four hours a day, seven days a week, upon need or request.

Ethical Consultations and Committee

Patients and/or families who have concerns about their rights or ethical issues should discuss those concerns with their assigned Care Coordinator. If needed, a formal ethics consultation may be requested through the Ethics Committee.

The Ethics Committee at RML Specialty Hospital is an interdisciplinary team comprised of professional and non-healthcare professionals from RML and the community. The committee may be called upon by RML staff, patients or families to help facilitate decision-making in complex medical situations. Patients or families may contact the Ethics Committee Chairperson at 630-286-4146.



PATIENT RIGHTS AND RESPONSIBILITIES:

Employee Code of Ethics

Upon request, Care Coordinators will supply a copy of the Code of Ethical Behavior that governs all RML employees.

Safety Line: Dial 630-286-4723

The RML Specialty Hospital Safety Line is a voice mail extension available for patients and families to report safety concerns. Calls are monitored daily during normal business hours, Monday – Friday.

ANY URGENT SAFETY CONCERNS SHOULD BE REPORTED TO THE NURSING SUPERVISOR OR THE ADMINISTRATOR ON CALL FOR IMMEDIATE RESOLUTION