

Patient's Rights and Responsibilities

Participation in Decisions

1. Except in emergencies, you have the right to give consent before treatment is administered.
2. To make informed decisions regarding your care and the hospital must respect your wishes.
3. To participate, as a partner in the healthcare process, in the development, implementation, and revision of your plan of care, treatment, and discharge plans to meet your psychosocial, psychological and medical needs.
4. To have a family member of your choice and your own physician to be notified of your admission to the hospital.
5. To be transferred to another facility, with a full explanation of the reason for transfer, provision for continuing care, and acceptance by the receiving facility and physician. In case of emergencies, you will be stabilized prior to transfer.
6. To refuse treatment or leave the hospital against your physician's advice to the extent permitted by law. Once you leave the hospital "Against Medical Advice" (AMA), neither the hospital nor your physician will be responsible for any harm that this action might cause you or others.
7. You (guardian, next of kin or legally responsible person) have the right to make medical care decisions, to formulate an advance directive, to modify your decisions, and to have the hospital staff and practitioners who provide care in the hospital comply with these directives.
8. To participate in ethical questions/dilemmas that arise in the course of your care. These include issues of forgoing or withdrawing life-sustaining treatment, withholding resuscitative services, care at the end of life, and/or conflict resolution.
9. To participate in the donation of organs and other tissue after communicating with a Wisconsin Tissue Bank (WTB) representative.
10. To participate in and give informed consent, or refuse to participate in a research, investigational, and/or clinical trial procedure/device. You will receive a thorough explanation including the risks, discomfort, alternatives, and benefits of the project.
11. You have the right to pain relief.
12. To have your pain assessed, reassessed, and managed during your course of hospitalization, and education on pain assessment and management preceding, during hospitalization, and upon discharge.
13. To designate who may be permitted to visit during your hospital stay in accordance with hospital policy.
14. To be informed when outcomes of care are significantly different from expected outcomes. Access to Information
15. To receive, at the time of admission, a copy of the Patient's Rights and Responsibilities and be informed of the hospital's methods of educating patients and staff about patient rights and their role in supporting these rights.
16. To have your medical records, including all computerized medical information be confidential.
17. To access information contained in your medical record within a reasonable time frame.
18. To know who is involved in the delivery of your care, and to receive information about your illness, course of treatment, outcomes of care, and prognosis for recovery in terms and language you can understand. The hospital will use alternative communication techniques or aides for those who are deaf or blind, or take other steps necessary to effectively communicate with you.

Treated with Respect and Promotes a Positive Self-image

19. To be treated with consideration, respect and recognition of individuality and personal needs, dignity, comfort, and privacy while receiving treatment and personal care.
20. To receive care in a safe and secure environment.
21. To be interviewed and examined in surroundings designed to ensure reasonable visual and auditory privacy. This includes the right to have a person of one's own sex present during certain parts of a physical examination, treatment, or procedure performed by a health professional of the opposite sex.
22. To confidentiality, security, pastoral care and/or other spiritual services while receiving treatment and care.
23. To be free from all forms of abuse, neglect, harassment, and/or have access to protective services.
24. To be free from restraints and/or seclusion of any form that are not medically necessary. Restraints are not to be used as a means of coercion, discipline, convenience, or retaliation by the staff. If restraints are necessary, you have the right to have the least restrictive manner of restraint implemented, be continually assessed/monitored/re-evaluated within specific time periods, and end the use of restraints at the earliest possible time.

Non-discrimination

25. To not be denied appropriate hospital care because of your race, creed, color, national origin, ancestry, religion, sex, sexual orientation, marital status, age, newborn status, handicap, or source of payment.
26. To be informed of your rights in a language that you understand.

Finances

27. To examine and receive an explanation of your hospital bill regardless of source of payment, and may receive upon request, information relating to financial assistance available through the hospital.

Complaints

28. To lodge a grievance/complaint either verbally or in writing with the hospital and/or state agency directly and shall be informed of the hospital's policies and procedures for initiation, review, and resolution of such complaints. Grievances/complaints will be responded to in four days.

Complaints can be directed to:

Watertown Regional Medical Center Grievance Line

125 Hospital Drive, Watertown, WI 53098
Phone (920) 262-4548
watertownregional.com (Contact Us)

ScionHealth Privacy Office

1.833.326.8724
courage@scionhealth.com

State of Wisconsin Department of Health and Family Services Bureau of Quality Assurance

1 West Wilson Street
P.O. Box 2969, Madison, WI 53701-2969 Phone: (608) 266-8481
www.dhs.wisconsin.gov

Joint Commission Accreditation and Hospital Concerns
Watertown Regional Medical Center provides notice to its publics that when an individual has any concerns about patient care and safety in the hospital or clinics that the hospital has not addressed, he or she is encouraged to contact the hospital's management. If the concerns cannot be resolved through the hospital, the individual is to be encouraged by the hospital to contact the Joint Commission (JC). The public may contact the Joint Commission's Office of Quality Monitoring to report any concerns or register complaints about a Joint Commission-accredited healthcare organization by either calling 1-800-994-6610 or emailing complaint to www.jointcommission.org.

Patient Responsibilities

1. Responsible to give to the best of your knowledge, accurate and complete information about your present health complaints, past illness, hospitalizations, medications and other matters pertaining to your health care.
2. Responsible for providing information about advance directives (documents that give information about future healthcare needs) should you be incapable of participating in such discussions.
3. For informing the nursing staff or physician if you do not understand a proposed course of action or what is expected of you.
4. For following the treatment plan recommended by your physician. You are responsible for advising those treating you whether or not you think that you cannot follow a certain treatment plan.
5. For your actions if you refuse treatment or do not follow the physician's instructions.
6. For asking questions about your treatment, diagnosis or prognosis.
7. For letting the nursing staff and physician know when you are having pain or if your pain is not being managed effectively.
8. For knowing and following hospital rules and regulations, including noise control, smoking and number of visitors.
9. For your personal belongings.
10. For being cooperative and considerate during the treatment and care provided.
11. For the financial obligations for care and hospitalization.
12. For respect, privacy and confidentiality of other patients and employees.
13. For talking with the nurse, doctor or administration if you are dissatisfied with your care or believe your rights have been violated.
14. For acting with consideration and respect of other patients, hospital personnel and property.
15. For reporting unsafe conditions, situations and to report any errors that you perceive may have occurred.