



# Ascension Saint Agnes

## Patient Bill of Rights

\*\*If a patient does not speak English or requires the patient's bill of rights in an alternative format, Ascension Saint Agnes will provide a translator, an interpreter, or another accommodation to assist the patient in understanding and exercising the rights included in this Patient Bill of Rights\*\*

Patients have the right to:

- Receive considerate, compassionate, and respectful care that respects your personal values, beliefs, and wishes.
- Receive care in a safe environment that is free from all forms of abuse and neglect, including verbal, mental, physical, and sexual abuse.
- Be treated without discrimination based on race, color, national origin, ethnicity, age, gender, sexual orientation, gender identity or expression, physical or mental disability, religion, language or ability to pay.
- Appoint a person to make healthcare decisions for you when you cannot.
- Be free from restraint or seclusion unless needed for your safety.
- Make and/or change your advance directive.
- Be told the names and jobs of the health care team members involved in your care if staff safety is not a concern.
- Receive information about your condition from the doctor or healthcare professional treating you in a manner that you understand. This may include: sign and foreign language interpreters; alternative formats, including large print, braille, audio recordings, or computer files; and vision, speech, hearing, and other temporary aids as needed without charge.
- Be involved in the plan for your care and receive information from your doctor or other health care practitioners about your diagnosis, prognosis, test results, outcomes of care, and unanticipated outcomes of care.
- Information about medical research studies affecting your care or treatment and the right to refuse to be a part of a research study.
- Ask for a list of protective and advocacy services, if needed.
- Receive a medical screening exam and be provided stabilizing treatment for emergency medical conditions and labor.
- Reasonable access to care.
- Give Informed Consent, which means that you have the right to understand the benefits and risks of non-emergent care, alternatives to the care, and the benefits and risks of the alternatives to the care before granting permission for treatment.
- Refuse any care or treatment.
- Take part in discussions of ethical issues that may result from your care, including being informed if an ethics consult has been requested.
- Privacy and confidentiality in care discussions and treatment.
- Pain management.

- A copy of the Health Insurance and Portability and Accountability Act (HIPAA) Notice of Privacy practices and to access your medical records accordingly.
- To file a complaint, without retaliation, and receive a timely response to your concerns.
- Information regarding hospital rules, regulations and potential cost for services provided to you.
- Choose the individuals who may visit you and change your mind about the individuals who may visit, including an individual of your choice who may remain overnight with you for emotional support during your hospital stay when it does not conflict with hospital visitor and safety policies.
- Allow or refuse pictures of the patient other than for patient care.
- Designate one lay caregiver (a person you choose to assist you at home) to be involved in your discharge-planning.
- Receive information about your hospital and physician charges, and ask for an estimate of hospital charges before care is provided as long as patient care is not impeded.