

PATIENT RIGHTS AND RESPONSIBILITIES

PATIENT RIGHTS

Understanding your rights will help you get the best possible care. Whenever you or the law allow someone else to exercise your rights or have your information, we will respect that decision.

You, or a legally authorized person on your behalf, have the right to:

- Take an active role in your healthcare. Your cooperation is important. You, and your family when appropriate, should be part of the health care team.
- Be treated without discrimination. You cannot be denied access to appropriate and necessary care or services because of any of the following:
 - Race
 - Creed
 - Color
 - National origin
 - Ancestry
 - Religion
 - Sex or sexual orientation
 - Marital status
 - Age
 - Newborn status
 - Handicap
 - Source of payment
- Be treated with dignity and respect at all times. You can expect us to be sensitive to your values, needs and wishes.
- Have your cultural, psychosocial choices, beliefs and preferences respected.
- Religious and other spiritual services respected.
- Be free from abuse and neglect. This includes:
 - Mental and verbal abuse
 - Physical abuse
 - Being taken advantage of
 - Sexual abuse
- Be informed. If you have any questions or need more information, you have the right to ask.
 - Guardians and proxies exercise these rights for minors and people under guardianship. However, minors and people under guardianship should be involved as much as possible in decision-making.
- Receive clearly written and spoken information you can understand. If needed, we can provide an interpreter or signer, or any other necessary communication aids you need.
- Have the right to informed consent, except in an emergency. Before you agree to any procedure, test or treatment, you should receive all the information you need to make a decision.
- Have your family involved in care, treatment, and services to the extent you or surrogate decision maker allow, considering laws and regulations.
- Get complete information. You have the right to ask for and receive information about your diagnosis, condition, treatment and chances for recovery.
- Your doctor should explain to you the following in a way you can understand:
 - Your treatment options, including the option of not doing anything
 - The risks and benefits of each option
 - Possible outcomes, including the expected length of recovery
 - Possible side effects of medication and treatment
 - Costs, including what your insurance may and may not cover
 - Outcomes that you did not expect
- Accept or refuse care. We will tell you what will happen if you refuse care. As permitted by law, it is your right to:
 - Decide for yourself. You have the right to give, or refuse to give, consent for any procedure, test or treatment.
 - If you legally cannot decide, your surrogate decision maker, as allowed by law, has the right to refuse care, treatment and services on your behalf.
 - Give your informed consent before taking part in any special programs. It is your right to accept or refuse experimental treatment and/ or participation in research
- Be fully aware of your options for care.
- Make Advance Directives, including whether you wish organ donation. These documents can help make your choices clear if you ever become physically or mentally unable to:
 - Decide for yourself
 - Speak for yourself
- There are two types of Advance Directives:
 - A Living Will gives instructions for the care you want if you are terminally ill.
 - A Healthcare Power of Attorney lets you name another person to make decisions about your care if you become unable to do so.
- Know the identity of all people involved in your care. You also have the right to know who is in charge of your care.
- Effective pain relief — or to refuse pain relief. Talk about your wishes for pain relief with your health care provider. You should also include your wishes about pain relief in your Advance Directives.
- Have a patient advocate, if you desire. This person can be a staff member or a person from outside the facility. He or she can help you protect your rights and help resolve any conflicts.
- Privacy. All your care, including examinations and tests, should be given in such a way as to ensure your dignity.
- Have medical information about you kept private. This includes medical information in the computer.
 - Anyone not directly involved in your care, including family members, should have your permission to get information about you.
 - Understand that if you have privacy concerns you can contact the Privacy officer at (262) 928-2415.
- Access your medical record. As permitted by law, you have the right to:
 - See your medical records. In general, you have the right to see and request corrections to your health record and to know who else has had access to them.
 - Have copies made at your own cost. Copies will be made within a reasonable length of time.
- Decide who can visit you.
- Not be recorded or filmed, or request that filming or recording stop.

- Receive a copy and full explanation of your bill. Your bills should list all charges and costs. If you ask, we can give you information related to financial assistance.

If you feel that your rights have not been properly respected, you can:

- Alert your health care provider
- Talk to staff

At ProHealth Care Medical Associates: For any unresolved complaints contact Patient Relations at (262) 415-1055. Or contact the clinic President and CEO, Bud Chumbley M.D. at (262) 415-1001.

In addition, you can contact:

The State of Wisconsin Department of Health Services, Division of Quality Assistance Health Services

1 West Wilson Street
Madison, WI 53702
Telephone: (608) 266-1865
Fax: (608) 243-2026

PATIENT RESPONSIBILITIES

The care you receive depends partially on you. Thus, you have the following responsibilities:

- Report pain
- Be involved in the care provided. You should complete follow-up care suggested by the doctor.
- Provide complete and accurate information about your current health problems. Tell the staff about your past illnesses, hospitalizations and medications.
- Bring a list of medications to your visit, including drug names, doses, times a day taken and the purpose of each. This list should include inhalers, birth control pills, over-the-counter medications, herbal preparations and medications taken without a doctor's order.
- Provide a list of drug allergies and what reaction you had to the medication.
- Find out what tests and treatments are ordered, and ask to have test results explained.
- When accepting a new medication, ask what it is for.
- Take medication as prescribed by the doctor(s).
- Be respectful of other patients, staff and property.
- Provide accurate information about payment sources to assure prompt payment of your bill.
- Ask questions if you do not understand something.
- If possible, have a family member or friend with you when talking to doctors or receiving educational information.
- Keep a list of questions to ask, so nothing is forgotten.
- Be an active member in all choices about treatment.



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