

Patient Rights and Responsibilities

You have the right to:

- Be informed about your rights as a medical center patient in advance of receiving or discontinuing patient care whenever possible.
- Receive care that is respectful of your physical, psychological, cultural, spiritual and family needs in an environment that is safe and healthful.
- Request, use or refuse a medical interpreter at any time, even if you speak limited English.
- Receive information about charges for which you will be responsible.
- Be free from physical or mental abuse, and corporal punishment or harassment.
- Be free from restraint or seclusion of any form, imposed as a means of coercion, discipline, convenience or retaliation by staff. Restraint or seclusion may only be imposed to ensure the immediate physical safety of the patient, a staff member or other, and will be discontinued at the earliest possible time.
- Know the provider in charge of your care and the names and professional roles of all others (including students) who provide care.
- Be informed about your health status, treatment options and the risks and benefits of care in terms that make sense to you.
- Making informed decisions and participate in the development and implementation of your plan of care.
- Request treatment that is medically appropriate or refuse medical treatment to the extent permitted by law.
- Receive treatment that includes appropriate assessment and management of pain.
- Be informed of the medical consequences of your choices.
- Expect that the medical center will provide necessary health services to the best of its capability or facilitate referral or transfer.
- Personal privacy, including the right to have your medical information kept confidential.
- Access the information in your medical records within a reasonable time frame.
- Choose who may visit you during your stay, regardless of whether the visitor is a family member, a spouse, a domestic partner (including a same-sex domestic partner) or other type of visitor.
- Have a visitor present for emotional support during the course of the stay, unless the individual's presence infringes on other's rights, safety or is medically or therapeutically contraindicated.
- Withdraw such consent to visitation at any time. Visitation privileges will not be denied based on race, color, national origin, religion, sex, sexual orientation, gender identity, or disability.
- Send and receive personal mail.
- Have a family member or representative of their choice and have their personal physician notified promptly of their admission to the medical center.
- Make Advance Directives - a Living Will (also called a Rights of the Terminally Ill Declaration) and a Power of Attorney for Health Care - that state your treatment choices if you can't speak for yourself.

- Have medical center staff and practitioners who provide care comply with your advance directive in accordance with federal and state laws.
- File a patient grievance by contacting Crete Area Medical Center at 402-826-2102 and ask to speak with a manager, Nebraska Department of Health at 402-471-0316, or Livanta at 1-888-755-5580.
- The prompt resolution of a grievance.
- The assistance of protective and advocacy services.
- Consent to take part in experiments or research or to decline, without negative effects to your hospitalization.
- Know if the medical center has relationships with outside parties that may affect your treatment.
- Receive continuity of care and information on options for care when the medical center is no longer appropriate.
- If you have an emergency medical condition or are in labor, you have the right to receive, within the capabilities of the medical staff and facilities, an appropriate medical screening examination, necessary stabilizing treatment (including treatment for an unborn child) and if necessary, an appropriate transfer to another facility even if you cannot pay or do not have medical insurance or you are not entitled to Medicare or Medicaid.

Along with rights come responsibilities.

You have the responsibility to:

- Speak up if you have questions or concerns and if you don't understand, ask again.
- Provide accurate and complete information about current illnesses, medication, any pain or discomfort, past complaints, hospitalizations and other matters related to your health.
- Provide a copy of your advance directives or ask a medical center staff member if you would like more information about advance directives.
- Report unexpected changes in your condition to your doctor or nurse.
- Follow the treatment plan that you and your doctor have agreed upon or accept responsibility if you do not follow this plan.
- Pay attention to the care you or your loved one is receiving.

Make sure you are getting the right treatment that you agreed upon with your physician

- Know what medications you take and why you take them.
- Follow medical center rules and regulations and respect property, materials and equipment belonging to other people and to the medical center.
- Keep your personal belongings in a safe place; the medical center is not responsible for replacing lost or broken items.
- Consider the rights of others regarding noise, lights, telephone, television and visitors.
- Ensure that payment of the health care bill is made promptly and completely.