



### Responsibilities

- To accept any consequences for their actions if they refuse treatment or do not follow instructions or requests from caregivers.

### Privacy

#### Rights

- to personal privacy and confidential treatment of all aspects of their medical care, including all medical records (as outlined by the law).
- to have their identity as a patient protected upon request.
- to have the space and telephone available to have a private telephone conversation as desired and appropriate to their needs, care, treatment and services provided.

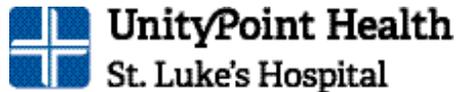
It is the policy of UnityPoint Health – St. Luke's Hospital to make employment decisions and to provide healthcare service to all persons regardless of race, color, creed, age, sex, national origin, ancestry, religion or disability (if otherwise qualified for employment).

UnityPoint Health – St. Luke's Hospital has always held the view that healthcare is much more than just a business. Providing high-quality healthcare in a caring, compassionate environment has forever been the standard at St. Luke's; one we take very seriously.

We believe there are rights and responsibilities that contribute to more effective patient care and greater satisfaction for the patient, the practitioner and the hospital. If you do not believe these rights and responsibilities are being adequately upheld, please talk to your nurse or contact Patient Relations at (319) 369-7710.

#### \*In Iowa, individuals may contact:

- Concerns or complaints can be shared by writing or calling UnityPoint Health – St. Luke's Hospital, PO Box 3026, Cedar Rapids, IA 52406-3026, (319) 369-7710
- Concerns of a general nature may be filed with the Iowa Department of Inspections and Appeals, Lucas State Office Building, Des Moines, Iowa 50319-0083, (515) 281-4115 and/or The Joint Commission at [jointcommission.org](http://jointcommission.org), using the "Report a Patient Safety Event" link in the "Action Center" on the home page of the website, by fax to (630) 792-5636 or by mail to The Office of Quality and Patient Safety (OQPS), The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181
- Concerns related to judgements of the appropriateness of admission, continued stay or discharge may be referred to Telligen, 1776 W Lakes Pkwy, West Des Moines, IA 50266-7711, (800) 383-2856



1026 A Avenue NE | Cedar Rapids, IA 52402  
[unitypoint.org/cedarrapids](http://unitypoint.org/cedarrapids)

UnityPoint Health – St. Luke's Hospital

# Patient Rights and Responsibilities



*Providing the healthcare we'd like  
our loved ones to receive.*



## Access to Services

### *Rights*

- To be treated kindly and respectfully by hospital personnel (including volunteers and students), other patients, visitors or family members in a safe environment free from abuse and harassment, neglect, exploitation, adverse therapy, corporal punishment, denial of basic needs and eliciting of procedures.
- To receive effective care, treatment and services in a safe and secure environment, including security of property, without regard to ability to pay.
- To receive care that is considerate and respectful of personal values including cultural, spiritual and psychosocial values, beliefs and personal preferences.
- To be cared for in an environment that preserves individuals dignity.
- To have hospital staff introduce themselves and show correct identification if asked.
- To expect a family member or representative and patient's doctor will be told promptly of their admission to the hospital after being asked if they should be notified.
- To expect a reasonable response to requests and needs for treatment or service (within the hospital's capacity and to the extent allowed by law).
- To have emotional and spiritual needs considered, in addition to physical needs.
- To have pastoral care or other spiritual services and counseling.
- To have appropriate assessment and management of pain, information about pain, pain relief measures, to participate in pain management decisions and request or reject the use of any or all ways to relieve pain.
- To be free from restraint or seclusion of any form that is not necessary for medical or behavioral management.
- To access protective services (that is, guardianship and advocacy services as well as child and adult protective services).

- To have visitors regardless of their race, color, national origin, religion, sex, gender identity, sexual orientation or disability; including same sex domestic partner. Certain departments may have limited visitation policies due to a patient's condition. Patients and their personal representatives will be informed of any of these policies at time of admission.

### *Responsibilities*

- To fulfill their financial obligations.
- To follow hospital rules and regulations, which are in place for patient safety and well-being.
- To be considerate towards hospital staff, other patients and visitors.
- To secure money and valuables by sending them home with family members, or putting them in the hospital safe.

## Information

### *Rights*

- To expect unrestricted access to communications unless medically necessary and the restrictions are discussed with the patient.
- To have vision, speech, hearing, language and cognitive needs addressed.
- To have interpreter translation services.
- To receive complete and current information about diagnosis, treatment, discharge and prognosis, unless it is medically inadvisable to do so. In such cases, information will be shared with an appropriate person on behalf of the patient. Information is provided in a manner tailored to the patient's age, language and ability to understand.
- To share any concerns, complaints or grievances related to patient care with caregivers, a patient representative or any other St. Luke's official, and to appeal to an external agency\* (see back) if necessary, without fear of discrimination or punishment.
- To be informed of any experimental methods, treatments or other research affecting treatment, and the right to agree or refuse to participate in any experimental treatment.
- To read or have a copy of medical record after signing a Release of Medical Information Authorization form.

### *Responsibilities*

- To provide caregivers with correct and current information about patient's own health status.
- To follow the instructions of doctors, nurses and caregivers.
- To make concerns, complaints or grievances related to patient care known to patient's caregiver, a patient representative or any other St. Luke's official.
- To ask questions when a course of treatment or care decision is not well understood.

## Medical Treatment Decision

### *Rights*

- To work with patient's doctor and multi-disciplinary healthcare team on decisions about their health care, plan of care (including discharge plan) or in determining feasibility of transfer to another facility (when necessary and recommended, and upon acceptance from another facility).
- To involve family in decision making with permission from the patient or alternate decision maker.
- To accept or refuse medical care and treatment to the extent allowed by law, and to be informed of the medical consequences of any acceptance or refusal. To the extent allowed by law, this right applies to a patient's alternate decision maker.
- To take part in discussion of ethical issues involving patient's own care, including conflict resolution, withholding resuscitative services, forgoing or withdrawal of life-sustaining treatment and participation in investigational studies or clinical trials. Other people designated by the patient may also take part in these discussions.
- To have a Living Will and/or Durable Power of Attorney for Healthcare. The hospital will honor these Advance Directives when the patient is admitted as an inpatient, to the extent allowed by law. The Advance Directives will be honored in an outpatient setting, as allowed by law, if the document is presented at the time of service and if the attending doctor agrees with the directive.