

Your Rights and Responsibilities as Our Patient





Your rights

Northwestern Medicine is an integrated academic health system where the patient comes first. Our staff is dedicated to ensuring that each patient is treated with dignity and as an equal partner in care. We will care for you with skill, compassion and respect. You can help us make your healthcare experience safe by being an active, involved and informed partner with your healthcare team.

Northwestern Medicine is a community of caregivers who welcome, respect and serve all people without regard to age, race, color, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, and military or veteran status. Northwestern Medicine is committed to inclusive care. We will provide free aids and services to patients and their companions with disabilities, as well as free and confidential language services to patients and companions whose preferred language for healthcare communications is not English, to ensure effective communication about patient care.

As our patient, you have the right to:

Access

Receive appropriate medical care without discrimination

Contact and speak with the physicians involved in your care

Communicate and receive a timely response to your complaints by contacting the Patient Relations department without fear of reprisal

Access protective services

Respect and dignity

Be treated as an individual with unique needs and desires

Receive courteous and respectful care free of unnecessary restraints or seclusion, and free from all forms of abuse and harassment

Be assured of the confidentiality of your medical information

Have your personal privacy respected

Make informed choices about your care and treatment, including the decision to refuse treatment

Complete an advance directive/living will and have your stated wishes followed

Have your symptoms treated in the event of a life-limiting illness; we will work with you to prevent or manage pain and discomfort, and you and your family will receive support for your concerns related to dying and grief

Coordination of care

Know who is in charge of your care

Know your physicians and other caregivers, and their roles in your care

If you do not understand something, please ask. You have the right to know.



Physical comfort

Be cared for in an environment that is healing, clean and safe

Receive a timely response to your pain with the goal of maximizing your function

Emotional support

Express concerns, be listened to and receive an appropriate response without fear of reprisal

Have your spiritual needs respected

Information, education and communication

Participate in discussions, and understand and ask questions about your diagnosis, treatment, care plan and discharge

Read carefully and make sure you understand any form before signing

Be given complete and current information about your condition, course of treatments and outcomes of care, including unanticipated outcomes, in a manner that you can understand

Know the potential risks and benefits of procedures and treatments

Receive an itemized bill and an explanation of charges in a manner that you can understand

Receive a copy of your medical record. Your nurse can assist you, or you can contact the Medical Records Department after you have been discharged

Receive effective communication through a confidential language or sign language interpreter at no cost to you. We will also provide the patient or companion with support aids for the deaf and hard of hearing, including TTYs, television closed captioning and writing supplies. All language assistance services are confidential and available at no cost to you. Please notify a staff member if you need communication assistance

Know about any proposed clinical trials (research) affecting your care or treatment. You have the right to refuse to take part in such research, and if you do refuse, this will not affect your access to ongoing care

Access the Medical Ethics Committee to help you explore options and issues in making healthcare decisions

Involvement of family and friends

Be given the option of having a family member, family physician or friend notified of your admission

Involve family members and friends in your care when it is safe and possible

Transition and continuity of care

Have access to people outside the hospital, whether in-person visitors, verbal or written contact, or private phone conversations, as appropriate to the clinical setting

Receive continuity and consistency of care within our hospitals

These things in relation to pregnancy and childbirth

In addition, patients have these rights related to pregnancy and childbirth:

The right to receive health care before, during and after pregnancy and childbirth

The right to choose a certified nurse midwife or physician as your maternity care professional

The right to choose your birth setting from the full range of birthing options available in your community

The right to leave your maternity care professional and select another if you become dissatisfied with your care, except as otherwise provided by law

The right to receive emotional and physical support during labor and birth

The right to freedom of movement during labor and to give birth in the position of your choice, within generally accepted medical standards

The right to have contact with your newborn, except when necessary care must be provided to you or your infant

The right to receive information about breastfeeding

The right to decide collaboratively with caregivers when you and your baby will leave the birth site for home, based on your condition and circumstances

Access nurse staffing and staff training information

In accordance with the Illinois Department of Public Health Hospital Report Card Act, the public has a right to access nurse staffing and staff training information. Requests for information regarding nurse staffing or staff training may be directed to any clinical director, nursing supervisor or the Patient Care Services staffing office.



Your responsibilities

As we partner with you for your care, we ask that you:

Provide complete and accurate information about your current and past state of health, including past illnesses, hospitalizations and the medications you are taking

Present a copy of your advance directives, such as a living will and/or healthcare power of attorney, to the hospital so that we can honor your preferences

Talk to us about your pain and options for minimizing it

Follow the treatment plan that you developed with your caregivers. Accept responsibility for your health outcome if you choose not to follow your treatment plan

Ask questions when you do not understand what we are saying or asking you to do

Treat staff members with courtesy and respect

Show respect and consideration for your caregivers and other patients and families by controlling noise and disturbances, refraining from smoking and respecting others' property

Respect that we are an equal opportunity employer and that we reserve the right to assign a competent caregiver with skills that match your clinical needs. It is our policy that staff members and their work environment be free from all forms of discrimination and harassment

Tell us if you think there may be a problem with your care, or if you disagree with the treatment plan

Assist our health system in providing a safe environment by letting us know if you perceive unsafe conditions or practices

Leave valuables at home and bring only necessary items for your hospital stay (we are not responsible for lost valuables)

Meet all financial obligations you have agreed to with the hospital

For your safety

Certain items are prohibited inside hospital facilities and we ask for your cooperation. Items not allowed include, but are not limited to, alcohol, tobacco products, weapons and any substances that are illegal under state or federal law. Note: Marijuana can be legally purchased in Illinois. However, due to federal regulations, you may not bring marijuana to Northwestern Medicine hospital facilities.

We respect your privacy. However, if we determine there is a reason to be concerned for your safety or the safety of other patients or staff members, we reserve the right to search your belongings and room, as well as your visitors and their possessions. If possible, we will let you know before any search is conducted. We will make every effort to ensure you are present and to minimize disruption.

Visitors with disruptive behaviors will be asked to leave the hospital. Patients with disruptive behaviors may be asked to leave the facility after necessary care has been completed. Disruptive behavior includes profanity, physical violence, threats, intruding on other patients, sexual aggression or other behaviors that cause fear or harm.

If you have concerns

In keeping with our philosophy of putting patients first in everything we do, and in compliance with the law, Northwestern Medicine provides the opportunity for all patients to express their concerns about the quality of care, language assistance services or premature discharge through a grievance mechanism. The hospital has established a process for the prompt investigation and resolution of patient grievances. We encourage you to share your concerns with your providers so that they can help you resolve your concerns. You or your representative may also contact Patient Relations to let us know of your concerns or to file a grievance.

Northwestern Medicine Patient Relations Department
(see page 13 for Patient Relations contact information)

If you would like to take your grievance to a third party, you may contact:

Illinois Department of Public Health

525 West Jefferson Street
Springfield, Illinois 62761

Phone: 800.252.4343
Fax: 217.524.8885
Email: dph.ccr@illinois.gov
TTY: 711

Hours are Monday through Friday, 8:30 am to 4:30 pm.

**The Joint Commission
Office of Quality and Patient Safety**

One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181
Fax: 630.792.5636

Use the "Report a Safety Event" link at
jointcommission.org

If you have concerns about our compliance with our non-discrimination policies, you may contact the U.S. Department of Health & Human Services, Office for Civil Rights Complaint Portal, at ocrportal.hhs.gov/ocr/portal/lobby.jsf or by mail or phone:

**U.S. Department of Health & Human Services
Office for Civil Rights**

200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201
Phone: 800.368.1019
TTY: 711

Complaint forms are available at
hhs.gov/ocr/office/file/index.html.

To request a confidential, free language interpreter, contact your hospital's patient relations representative from the list on page 13.

Spanish

Para obtener los servicios gratuitos y confidenciales de un intérprete de idiomas, póngase en contacto con el representante de relaciones con el paciente del hospital utilizando la lista en la página siguiente.

Polish

Aby poprosić o tłumacza, którego usługi są bezpłatne i poufne, prosimy o kontakt z przedstawicielem szpitala ds. kontaktów z pacjentem z listy na następnej stronie.

Chinese (simplified)

如您需要一位私密的外语翻译为您服务, 请与同一页名单上的医院病人关系代表联系。

Korean

무료로 제공되는 기밀 보안 통역 서비스를 원하는 경우, 병원의 환자 관계 담당자에게 문의하십시오(다음 페이지의 목록 참조).

Tagalog

Upang humiling ng kumpidensyal at libreng interpreter ng wika, makipag-ugnayan sa kinatawan ng ospital para sa mga ugnayan sa pasyente (patient relations representative) na makikita sa listahan sa sumusunod na pahina.

Russian

Чтобы попросить о бесплатном предоставлении конфиденциальных услуг переводчика, обратитесь к представителю больницы по связям с клиентами из списка, приведенного на следующей странице.

Gujarati

વનિા મૂલ્ યે ગુપ્ત ભાષાકીય દુભાષયાની સેવા માટે વનિંતકિરવા માગતા હો તો આ પછીના પાના પર આપેલી સૂચિમાંથી હોસ્પિટલના પેશન્ટ રલિશન્સ પ્રતનિધિનિ સંપર્ક કરો.

Vietnamese

Để yêu cầu có thông dịch viên bảo mật và miễn phí, vui lòng liên hệ với đại diện quan hệ bệnh nhân của bệnh viện của quý vị từ danh sách ở trang sau. danh sách ở trang sau.

Italian

Per richiedere un interprete linguistico di fiducia gratuito rivolgersi al responsabile per le relazioni con i pazienti dell'ospedale, consultando la lista riportata alla pagina seguente.

Hindi

निःशुल्क एवं गोपनीय दुभाषिया के अनुरोध हेतु, अगले पृष्ठ पर दी हुई सूची में से अपने अस्पताल के रूग्ण प्रतिनिधि से संपर्क करें ।

French

Pour demander un interprète gratuit et confidentiel, contactez le responsable des relations avec les patients de votre hôpital en utilisant la liste de la page suivante.

Greek

Για να ζητήσετε εμπιστευτικές υπηρεσίες διερμηνείας χωρίς χρέωση, επικοινωνήστε με τον εκπρόσωπο του τμήματος σχέσεων ασθενών του νοσοκομείου, επιλέγοντας κάποιο άτομο από τη λίστα της επόμενης σελίδας.

German

Um einen Dolmetscher anzufordern, dessen Dienste kostenlos und vertraulich sind, wenden Sie sich bitte an den Vertreter Ihres Krankenhauses für Patientenkontakte aus dem Verzeichnis auf der nächsten Seite.

Arabic

لطلب مترجم لغوي بصورة سرية ومجانية، اتصل بممثل علاقات المرضى الخاص بك في المستشفى من القائمة الموجودة على الصفحة التالية.

Urdu

مفت میں رازداری کا خیال رکھنے والے کسی ترجمان کی درخواست کرنے کے لیے، ذیل کے صفحہ پر درج فہرست سے اپنے ہسپتال میں مریض کے تعلقات کے نمائندے سے رابطہ کریں۔

Questions about patient rights and responsibilities, requests for sign language and other language interpreters, written information in other forms and languages, or aids and services to accommodate patients or companions with disabilities should be directed to:

**Northwestern Medicine
Kishwaukee Hospital**
Patient Relations Representative
815.756.1521 x 156641
TTY: 711

**Northwestern Medicine
Valley West Hospital**
Patient Relations Representative
815.756.1521 x 156641
TTY: 711

**Northwestern Medicine
Regional Medical Group**
Patient Relations Representative
815.756.1521 x 156641
TTY: 711

**Northwestern Medicine
Lake Forest Hospital**
Patient Relations Department
847.535.8282
TTY: 711

Northwestern Medical Group
Patient Relations Department
847.535.8282
TTY: 711

**Northwestern Memorial
Hospital**
Patient Relations Department
312.926.3112
TTY: 711

Northwestern Medical Group
Patient Relations Department
312.926.3112
TTY: 711

**Northwestern Medicine
Central DuPage Hospital**
Patient Relations Department
630.933.5100
TTY: 711

**Northwestern Medicine
Palos Hospital**
Patient Relations Department
708.923.4725
TTY: 711

**Northwestern Medicine
Delnor Hospital**
Patient Relations Department
630.933.5100
TTY: 711

**Northwestern Medicine
Regional Medical Group**
Patient Relations Department
630.933.5100
TTY: 711

**Marianjoy Rehabilitation
Hospital, part of
Northwestern Medicine**
Patient Relations Department
630.909.7080
TTY: 711

Marianjoy Medical Group
Patient Relations Department
630.909.7080
TTY: 711

**Northwestern Medicine
McHenry Hospital**
Patient Relations Department
815.759.4787
TTY: 711

**Northwestern Medicine
Huntley Hospital**
Patient Relations Department
224.654.0034
TTY: 711

**Northwestern Medicine
Woodstock Hospital**
Patient Relations Department
815.334.3187
TTY: 711

**Northwestern Medicine
Regional Medical Group**
Patient Relations Department
815.334.3187
TTY: 711

[nm.org/contact-us](https://www.nm.org/contact-us)



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