

PATIENT RIGHTS

COMMUNICATION

Patients have a right to the following:

- Receive information that is appropriate to age, language and ability to understand.
- Receive information that explains the importance of the patients' own role in their care.
- Receive language interpretation and translation services.
- Receive information in a way that meets their needs with vision, speech, hearing, or cognitive impairments.
- Have their complaints heard, reviewed, and when possible, resolved.
- Confidentiality of medical and other information.
- Explanation of billings.

PARTICIPATION IN CARE

Patients have a right to the following:

- Participate in decisions about their care.
- Refuse care. Give or refuse informed consent.
- Have a surrogate decision-maker as needed.
- Be informed of risks and unanticipated outcomes.
- Be informed of reasonable alternatives to care.
- Choose and communicate with their medical, dental, and licensed practitioner care providers.
- Be provided reasonable safety within the hospital.

FREEDOM FROM ABUSE, NEGLECT & EXPLOITATION

Patients have a right to the following:

- Be protected from abuse, neglect, and exploitation.
- Access protective and advocacy services.

PROVIDER INFORMATION

Patients have a right to the following:

- Know the name of their primary physician or other caregivers as well as their professional status.
- Consult with a specialist at their request and expense.

END-OF-LIFE CARE

Patients have a right to the following:

- Know the policy about advance directives.
- Have their advance directives honored, in accordance with law and the organization's capabilities.
- Have their wishes about organ donation honored, in accordance with law and the organization's capabilities.

PATIENT RESPONSIBILITIES

Patients are expected to do the following:

- Provide information regarding their health condition(s) to facilitate care.
- Ask questions when they don't understand information presented to them.
- Follow instructions, policies, rules, and regulations set in place by the organization to support quality care and a safe environment.
- Be respectful and civil in language and conduct.
- Do not record staff, other patients, or procedures without consent.

ORGANIZATION RESPONSIBILITIES FOR PATIENT RIGHTS

COMMUNICATION

Organizations must do the following:

- Have a written policy on patient rights.
- Inform patients of their rights and responsibilities.
- Provide effective communication with patients, to include offering free auxiliary aids and communication services.

PARTICIPATION IN CARE

Organizations must do the following:

- Allow patients to access, request amendments to, and get disclosure information about their health.
- Allow a family member / other individual to be present.
- Involve family in decisions re: care, as agreed by patient.
- Respect the right to pain management.

FREEDOM FROM ABUSE, NEGLECT & EXPLOITATION

Organizations must do the following:

- Investigate and report suspected cases of abuse, neglect or exploitation, as appropriate.

PERSONAL DIGNITY

Organizations must do the following:

- Respect the patients' right to privacy in personal care and comply with law and regulation when making and using recordings, films, or other images of patients.
- Treat patients with dignity and respect.
- Respect patients' cultural and personal values, beliefs and preferences.
- Accommodate religious and other spiritual services.
- Allow patients to keep and use personal clothing and possessions, as long as doing so does not interfere with medical care or others' rights.
- Allow patients to have mail and phone services, including access to private phone service, as appropriate.
- Allow patients to receive and restrict visitors.

HEALTH EQUITY

Organizations must do the following:

- Prohibit discrimination based on age, race, color, ethnicity, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sex characteristics, pregnancy or related conditions, sex stereotypes, sexual orientation and gender identity or expression, veteran status, or any other category protected by law.

PROTECTION DURING RESEARCH, INVESTIGATION OR CLINICAL TRIALS

Organizations must do the following:

- Be informed of risks and benefits to participation.
- Inform the patient of purpose, duration, and procedures.

END-OF-LIFE CARE

Organizations must do the following:

- Appropriately document informed consent, research consent, and advance directives.



To file a complaint or grievance:

Note: A grievance must be filed either verbally or in writing no later than 60 days after the triggering event or incident.

For customer concerns, call our MercyOne Customer Advocates at:

Central Division - 515-643-2861 (Des Moines, Mason City, Cedar Falls, Waterloo, Oelwein, New Hampton)	Eastern Division - 563-421-7047 (Clinton, Dubuque, Genesis, Dyersville)	
Newton - 641-791-4345	Centerville - 641-437-3441	Elkader - 563-245-7000

The Joint Commission (does not accept fax, phone or walk in issues)

Website: www.jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-concern-or-complaint

Mail to:

Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181

Illinois Department of Public Health (Central Complaint Registry) Mail to: 525 W. Jefferson, Springfield, IL 60181 Phone Toll-Free: 800-252-4343 Website: https://mailusidph.state.il.us	Iowa Department of Inspections, Appeals and Licensure Website: https://dial.iowa.gov/complaints
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Quality Improvement Organization

Commerce Health – Illinois (Region 5) Primary Helpline (Beneficiary & General): Phone: 1-888-524-9900 Website: www.commencehealthqio.cms.gov/en TTY: Dial 711 Fax: 1-855-236-2423 Hours: Mon–Fri: 9 a.m. – 5 p.m. (local time) Weekends/Holidays: 10 a.m. – 4 p.m. Voicemail available 24/7	BFCC-QIO Program Commence Health PO Box 2687 Virginia Beach, VA 23454	Commerce Health – Iowa (Region 7) Primary Helpline (Beneficiary & General): Phone: 1-888-755-5580 Website: www.commencehealthqio.cms.gov/en TTY: Dial 711 Fax: 1-855-694-2929 Hours: Mon–Fri: 9 a.m. – 5 p.m. (local time) Weekends/Holidays: 10 a.m. – 4 p.m. Voicemail available 24/7	BFCC-QIO Program Commence Health PO Box 2687 Virginia Beach, VA 23454
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Long-Term Care Ombudsman (for long term care only)

Office of Long-term Care Ombudsman
Division of Compliance
321 E. 12th St., 4th Floor
Des Moines, IA 50319.

Phone: 515-725-3308 or 866-236-1430 **Website:** <https://hhs.iowa.gov/family-community/aging-services/ltombudsman>

Complaint form: hhs.iowa.gov/programs/programs-and-services/aging-services/ltombudsman

End Stage Renal Dialysis (RSRD) Network 12 (IA, KS, MO, NE)

2300 Main St., Ste. 900
Kansas City, MO 64105
Patient Toll-Free: 800-444-9965