

Providing quality care requires the cooperation of you, your physician and the staff. Hendricks Regional Health wants you to know that, as a patient, you have certain rights.

Your Rights as a Patient

1. You have the right to considerate and respectful care.
2. You have the right to appropriate medical treatment regardless of age, gender, sexual orientation, race, religion, national origin, handicap, disability or the source of payment for our care.
3. You have the right to obtain from your doctor complete and current information concerning your diagnosis, treatment and possible outcome in understandable terms. When it is not possible or medically advisable to give such information to you, the information will be made available to an appropriate person on your behalf.
4. You have the right to discuss with your physician any treatment, procedure or operation planned for you so that you may understand the purpose, probable result, alternatives and risks involved before giving permission.
5. You have the right to discuss with your physician consultation with another member of the medical staff, to request a second medical opinion and to know the reason for a proposed change in your physician care.
6. You have the right to refuse treatment to the extent permitted by law, and to be informed of the consequences of your refusal.
7. You have the right to leave against your doctor's advice to the extent permitted by law. If you refuse treatment or leave the hospital against your doctor's advice, the hospital and your doctor will not be responsible for any harm that this action may cause you or others.
8. You have the right to personal and informational privacy and confidentiality concerning your medical care program, financial information and treatment. A copy of the Notice of Privacy Practices is available upon request.
9. You have the right to a reasonable response to your request for services.
10. You have the right to be visited by others should you so desire.
11. You have the right to access an interpreter should a language or communication barrier exist.
12. You have the right to have pain treated as effectively as possible. As a patient, you can expect information about pain and pain relief measures and a concerned staff committed to pain prevention and treatment.
13. You have the right to expect care in a safe setting and clean environment.
14. You have the right to be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
15. You have the right to be informed about outcomes care, including those outcomes that differ significantly from anticipated outcomes.
16. You have the right to have a family member or representative of your choice and your personal physician notified of your admission to the hospital.
17. You have the right to expect an explanation concerning the need for a transfer to another facility as well as coordination, which provides continuity of care following the transfer.
18. You have the right to obtain information as to any relationship of the hospital to other healthcare providers and educational institutions participating in your care. You have the right to obtain the name, position and professional relationships of all individuals who are treating you. You have the right to request that students not provide your care.
19. You have the right to be advised if your physician proposes to engage in experimental care or treatment. You have the right to refuse to participate in such research projects without coercion or retaliation by staff.
20. You have the right to know what care you should seek after discharge from the hospital.
21. You have the right to see your itemized bill and have it explained to you and to inquire about financial assistance in paying your bill or filing insurance forms.
22. You have the right to appoint a healthcare representative, healthcare power of attorney or surrogate decision-maker. You have the right to exercise advanced directives regarding your care to the extent permitted by law. If you or your family need help making difficult end-of-life decisions, staff is available to help you.
23. You have the right to access information contained in your clinical record to the extent permitted by law.
24. You have the right to express a complaint or grievance and to expect timely follow up.
25. You have the right to know what hospital rules and regulations apply to your conduct as a patient.
26. You have the right to understand the source of payment for services provided and any limitations this may place on your care. Doctors and the hospital staff care for the sick and injured. They recognize that to be effective, the effort must be a partnership of the patient and the healthcare team working together for a common goal. As a patient you will be expected, within the limits of your abilities, to assume a share of the responsibility for your healthcare.

If you have concerns about your care, you may file a complaint by phone or in writing with the Indiana State Department of Health (ISDH) or Hendricks Regional Health.

Indiana State Department of Health

(317) 233-1325
2 N. Meridian
Indianapolis, IN 46204

or

Hendricks Regional Health, Safety/Risk Manager

(317) 745-3835
1000 E. Main Street
Danville, IN 46122

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