

PATIENT RIGHTS & RESPONSIBILITIES

Welcome to Winner Regional Healthcare Center. This brochure has been prepared to acquaint you with your rights as a patient and to inform you of your responsibilities in your medical care. We believe it is important that patients thoroughly understand their healthcare and participate in making decisions about that care. Therefore, we encourage a partnership between you and your healthcare providers. Your role as a member of this team is to actively participate in making decisions about your care, take responsibility for asking questions about things you do not understand and to respect the rights of others.

YOU HAVE THE RIGHT TO COURTEOUS TREATMENT

We respect your right to:

- Be treated with respect and dignity regardless of race, religion, color, national origin, age, disability, sex, type of illness, or, in emergencies, your ability to pay.
- Know all the healthcare professionals involved in your care. You may ask personnel to introduce themselves, state their position and explain what they will be doing with you.

YOU HAVE A RESPONSIBILITY TO TREAT OTHERS WITH COURTESY

You have a responsibility to treat others with courtesy, including other patients, their visitors and staff members and physicians who are providing your care.

Loud voices are unnecessary in the hospital, as is inappropriate language. Please treat others with the respect and dignity you want for yourself and your family members. You have the right to have visitors of your choice. If you have visitors, please limit the number of people present at any one time and help to keep the visits short and quiet. Telephone, television, radio and lights should be used in a manner agreeable to others.

YOU HAVE THE RIGHT TO PRIVACY

Winner Regional Healthcare Center will try to respect your privacy at all times. You have a right to:

- Be interviewed and examined in surroundings that offer reasonable privacy.
- Have a member of your own sex present during certain parts of a physical exam, treatment or procedure.
- Close your door for privacy.
- Be given respect and privacy during bathing and other personal hygiene activities.
- Request no visitors.
- Request confidential status to protect your identity as a hospitalized patient.

YOU HAVE THE RESPONSIBILITY TO RESPECT THE PRIVACY OF OTHERS

Please be considerate of other patients by allowing them privacy and maintaining a quiet atmosphere.

YOU HAVE THE RIGHT TO CONFIDENTIALITY

Any discussion about your health or medical care will be conducted discreetly and only with individuals directly involved with your care or with your permission.

Your medical record will be read only by healthcare professionals directly involved in your treatment. Other individuals can read your medical record if you give authorization and information from the medical record may be given to a third party payer, if you so permit.

YOU HAVE A RESPONSIBILITY TO RESPECT THE CONFIDENTIALITY OF OTHERS

Please respect the confidentiality of other patients and families. It is not appropriate to look into other patients' rooms and it is not appropriate to ask staff members for confidential information about other

patients or their condition.

YOU HAVE A RIGHT TO INFORMATION ABOUT TREATMENT

Your medical diagnosis and proposed treatment will be explained to you. You may wish to have family members or friends included in this discussion.

You can expect your physician to explain:

- Your diagnosis.
- Alternatives for care or treatment.
- The risks and benefits of each alternative.
- Probable and/or adverse outcomes.

It is your right to choose which method of treatment you prefer; you may choose to decline treatment.

As a patient at Winner Regional Healthcare Center, you can expect:

- Information about pain and pain relief measures.
- A concerned staff committed to pain prevention and management.

YOU HAVE A RESPONSIBILITY TO ASK FOR CLEAR EXPLANATIONS

If you do not understand the explanation of your medical problem or if the treatment plan is not clear, please ask for the information you need.

You are responsible for asking:

- Why a treatment is recommended.
- What alternatives are available.
- What the prognosis might be.
- If treatment is new or experimental.
- How long the treatment will take.
- The projected cost of treatment.
- What risks or side effects are involved.

Once you and your physician agree to a treatment plan, it is important you cooperate with the plan. Partial treatment may not be beneficial. If you feel you may not be able to follow a certain treatment plan, please notify staff as soon as possible.

YOU HAVE THE RIGHT TO PARTICIPATE IN DECISIONS ABOUT YOUR CARE

We believe if you understand and participate in your healthcare, better results will be achieved.

We respect your right:

- To informed consent: to receive a full explanation of your disease, the risks and benefits of proposed treatment and alternative treatments.
- To refuse a diagnostic procedure or treatment.
- To consult with a specialist at your own expense.
- To participate in the development and implementation of your plan of care.
- To formulate an advance directive (living will or power of attorney for healthcare) and to expect that your healthcare providers will comply with this directive.

We may require the consent of a relative or legal guardian if you are under 18, unconscious or too ill to give informed consent. You may be treated without consent if there is a medical emergency and immediate action must be taken.

If you have special spiritual or cultural issues that may have an impact upon your care, please notify your nurse or your physician.

YOU HAVE A RESPONSIBILITY TO MAKE INFORMED DECISIONS

Because you are responsible for the decisions you make about your care, we encourage you to gain as much information as you may need to make your decision.

You may be asked to sign a written consent for certain tests or procedures. Please make sure you fully understand each document you are asked to sign.

If you change your mind or refuse a treatment, please notify staff as soon as possible and discuss your reasons with your physician.

OTHER RIGHTS

To better participate in your healthcare, you have the right:

- To have a family member or representative of your choice notified promptly of your admission to the hospital, if you so desire.
- To know of any continuing care requirements after discharge from the hospital.
- To not be transferred to another facility unless you have received a thorough explanation of the need for transfer and any alternatives to transfer.
- To receive an itemized explanation of your total bill for services delivered in the hospital, regardless of the source of payment.
- To file a complaint about the quality of care or any violation of the rights listed in this booklet.
- To be free from restraints of any for, unless medically necessary to ensure your safety.

All the rights expressed in this booklet apply to all patients regardless of race, religion, national origin, age, disability, sex, type of illness, existence of an advance directive or in emergencies, ability to pay.

For patients who are local, state or federal prisoners, certain rights may not be applicable. State and federal policies may take precedence over patients' rights if there is a conflict.

OTHER RESPONSIBILITIES

Other responsibilities that will affect your treatment include:

- **Honesty** in revealing your medical history. Please provide an accurate and complete history, as well as an explanation of any symptoms you may be having now.
- **Report any unexpected changes** in your status to your doctor or a staff person caring for you.
- **Know your medications** by name and purpose.
- **Keep appointments** for follow-up care or give adequate notice if you must cancel.
- **Know your financial responsibility** and make appropriate arrangements.
- **Follow hospital policies** which may affect patient care and conduct, such as restrictions in smoking, certain dietary restrictions and respect of visitation policies.
- **To inform us** of any safety concerns you may have.
- **You are responsible** for your possessions while hospitalized. This includes, but is not limited to, glasses, teeth and hearing aids. Upon request, valuables can be placed in a secure safe.

PREVENTING MEDICAL ERRORS

A Guide for Patient Safety

Preventing medical errors and ensuring patient safety are critical issues in healthcare today. Winner

Regional Healthcare Center is committed to making your stay as safe as possible. Here are some tips to help you partner with us to make your hospital stay safer.

What are medical errors?

Medical errors can happen during even the most routine task, such as when a hospital patient on a salt-free diet is given a meal containing a high amount of salt. However, errors can occur anywhere in the healthcare system, involving medicines, surgery, diagnosis, lab reports, equipment, etc... Most errors result from problems created by today's complex healthcare system. Errors also happen when healthcare providers and their patients have problems communicating.

What can you do?

Be involved in your healthcare.

- **Be an active member of your healthcare team.**

Taking part in decisions about your healthcare is the single most important way you can help prevent medical errors. Research shows patients who are more involved with their care tend to get better results.

- **Speak up if you have a questions or concerns.**

You have a right to question anyone who is involved with your care. It's OK to ask questions and to expect answers you can understand.

- **Make sure all healthcare providers involved in your care have important health information about you.**

Withholding certain information can be harmful. Do not assume everyone knows everything they need to, such as whether or not you smoke, consume alcohol or have a bleeding disorder in your medical history. This information, if not shared, can be harmful, causing unexpected results.

- **Have a healthcare advocate – someone who can speak up for you if you cannot.**

Ask a family member or trusted friend to be with you. Even if you think you don't need help now, you might need it later. If no one can be with you, make sure your healthcare providers have the name and phone numbers of someone who can be contacted.

Medicines in the hospital

- **Make sure all your healthcare providers know about everything you are taking.**

When admitted to the hospital, bring your medicines or current list of prescription medicines, including drug names, dose, schedule and instructions for taking, with you. Make sure your nurse and doctor know of any vitamins, supplements, herbs, eye drops or over-the-counter medicines you have been taking. Any of these things could interfere with medicines your doctor may order, causing harmful and undesired reactions. At least once a year, bring all of your medicines and supplements with you to your doctor. This will allow you and your doctor to talk about them and find out if there are any problems. It can also help your doctor keep your records up-to-date, which will help you get better quality care.

- **Make sure your doctor knows about any allergies, or side effects, you have had to medicines.**

This can help you avoid getting a medicine that could harm you. When your doctor writes you a prescription, make sure you can read it. If you cannot read your doctor's handwriting, your pharmacist might not be able to either. If you are given, or prescribed, a medication that is new or unfamiliar to you, ask for information in terms you can understand.

Questions to ask about medicines

Q: What is the medicine for?

Q: How am I supposed to take it and for how long? (In some cases, you can stop taking a medication when your symptoms improve, but in other cases you must complete the full

course of therapy, even though you are feeling better.)

Q: What side effects are likely?

Q: What do I do if side effects occur? (Ask for written information on the drug and its possible side effects.)

Q: Is the medicine safe to take with other medicines or dietary supplements I am taking?

Q: What food, drink or activities should I avoid while taking this medicine?

Medicines at home

- **Have all prescriptions filled at one pharmacy.**

Your pharmacist can help to screen for drug interactions and other potential problems.

- **When you receive your prescriptions from the pharmacy, look at the medicine to make sure you have received the correct product.**

If you have taken the same prescription before, double check that your medication is the same size, shape and color. If you notice any difference, ask your pharmacist to make sure it is the right medication before you take it.

- **If you have any questions about the directions on medicine labels, call your pharmacist.**

Medicine labels can be hard to understand. For example, ask if “four doses daily” means taking a dose every six hours around the clock or just during regular waking hours. Repeat the instructions you have been given to the pharmacist to make sure you understand the instructions.

Other tips

- Only take medications prescribed in your name.
- Recheck the label before each dose.
- Never take medications in the dark!
- Take medications as directed.
- Keep medications in their original container and store them out of the reach of children.
- Do not share your medications with others.

Surgery, tests and treatments

- **If you are having surgery, make sure that you, your doctor and your surgeon all agree and are clear on exactly what will be done.**

Doing surgery at the wrong site (for example, operating on the left knee instead of the right) is rare, but even once is too often. The good news is that wrong-site surgery is 100 percent preventable. Patients are required to use a permanent marker to initial the site to be operated on before the surgery. We call this “signing the site”.

- **Make sure you get the results of any test or procedure.**

Ask your doctor or nurse when and how you will get the results of tests or procedures. If you do not get them when expected – in person, on the phone or in the mail – don’t assume the results are fine. Call your doctor and ask for them. Ask what the results mean for your care.

- **Learn about your condition and treatments by asking your doctor and nurse and by using other reliable sources.**

Handling an error

If an error does occur, or you suspect an error has occurred, ask your doctor or your nurse about it. If your questions are not answered satisfactorily, ask to speak with the Quality Manager.

If you have suggestions about how errors could be prevented, share them with the Quality Manager.

PATIENT SAFETY

Winner Regional Healthcare Center is committed to providing the safest possible environment and care for our patients.

To prevent any possibility of error:

- You will be asked to identify yourself with your name and birth date, and/or your armband will be checked each time:
 - Medications are administered.
 - Your blood is drawn, or
 - Any test or procedure is performed.
- Please expect this and do not be offended by it. All staff are required to practice this safety precaution for your safety.

To prevent any falls:

- Always follows your doctor's orders or the nurse's instructions regarding whether you should stay in bed.
- Make sure you wear non-skid footwear whenever you get up.
- Please remain lying or sitting while waiting for assistance.
- Ask the nurse for help if you feel dizzy or weak getting up.
- You and your family member or next of kin need to be aware hospital staff members cannot remain constantly at a patient's bedside. Arrangements may need to be made to have a family member or sitter stay with you if necessary in certain situations.
- Your nurse will assess your fall risk status every shift. If the score shows you are at moderate or high risk for falls, a star will be placed at your door to signify this risk for falls to all staff members.

To prevent skin problems:

- Your skin condition will be checked every shift.
- You will be reminded to turn at least every 2 hours in bed, or every 15-30 minutes in a chair. If you are unable to turn yourself, staff will reposition you.
- Pillows will be provided to cushion your position, to relieve pressure points and to elevate your heels off of the bed.
- You will be encouraged to keep the head of the bed in the lowest position possible for comfort, to prevent sliding down in the bed, unless the doctor orders otherwise.
- You will be encouraged to eat and drink foods and fluids that promote healthy skin and healing.

To prevent injury:

During your stay, you may not be able to move without assistance. To ensure a safe environment, we may use special equipment to aid you and your healthcare provider.

- Your needs will be considered by hospital staff to determine which equipment will be safest for you and your healthcare provider.
- The equipment that will be used has been proven to decrease healthcare worker and patient injuries significantly.

To prevent infection:

WASH YOUR HANDS

- Use appropriate hand hygiene.
- Ask your visitors to wash their hands or use waterless hand sanitizer when they first enter the room and again when they leave your room.
- Ask your nurses, doctors, and other healthcare workers to wash their hands or use waterless

hand sanitizer before they take care of you. It's okay to ask!

COVER YOUR COUGH

- Cover your mouth and nose with a tissue when you cough or sneeze. *Or*
- Cough or sneeze into your upper sleeve, not your hands.
- Put your used tissue in a waste basket.
- You may be asked to put on a mask to protect others from germs.
- **If your family or visitors are sick, with a cold, flu or any other illness that can spread to others, they should not be visiting you in the hospital.**

QUITTING HELPS YOU HEAL FASTER

Your Hospital Visit is a Great Time to Quit Smoking

Why should I quit now?

- Smoking may slow your recovery from surgery and illness. It may also slow bone and wound healing.
- All hospitals in the United States are smoke-free. You will be told NOT to smoke during your hospital stay – now is a great time to quit!

How do I quit in the hospital?

- Ask your doctor or other hospital staff for help right away. We have experts who can help you with a plan for quitting.
- Ask your doctor for medicine to help you handle not smoking while in the hospital.

Helpful hints to keep from smoking once you've "quit"

- Ask your friends and family for support.
- Continue your quit plan after your hospital stay.
- Make sure you leave the hospital with the right medicines or prescriptions.
- If you "slip" and smoke, don't give up. Set a new date to get back on track.

More help for quitting smoking or chewing

- Quit Lines
 - Minnesota:* 1-887-270-7867
 - South Dakota:* 1-866-SD-QUITS or 1-866-737-8487
 - Nebraska:* 1-800-QUIT-NOW
 - Iowa:* 1-866-822-6879
 - American Lung Association:* 1-800-LUNGUSA
 - National Cancer Institute:* 1-877-44U-QUIT or 1-877-4487848
- Other Help:
 - Sanford Healthformation:* 1-800-445-5788
 - American Cancer Society:* 1-800-227-2345
 - Freedom from Smoking online:* www.lung.org