

You or your designee have the right to:

Respectful and Safe Care

- Receive considerate, respectful, compassionate care that respects your dignity, cultural values, beliefs, and personal preferences.
- Receive care without discrimination based on race, color, national origin, religion, sex, gender identity, sexual orientation, disability, age, or payment source.
- Receive care in a safe setting, free from abuse, neglect, harassment, or exploitation.
- Receive a medical screening examination and stabilizing treatment for an emergency medical condition or labor, regardless of ability to pay.
- Be free from restraint or seclusion used as coercion, discipline, convenience, or retaliation. Restraint or seclusion may be used only when necessary for immediate safety and as permitted by law.
- Know the identity and professional role of individuals involved in your care.
- Have your cultural, linguistic, and religious needs reasonably accommodated and request spiritual support when available.
- Receive information about hospital rules and policies affecting your care and conduct.

Effective Communication and Participation in your care

- Receive information in a manner you can understand, including interpreter or language assistance, disability accommodations, auxiliary aids, and accessible materials as required by law.
- Receive clear information about your diagnosis, test results, proposed treatment, expected outcomes, and treatment alternatives.
- Participate in planning and implementing your care and discharge plan and refuse treatment when permitted by law.
- Ask questions and receive understandable answers about your care.
- Receive appropriate assessment and management of pain.
- Choose visitors and support persons unless restrictions are clinically necessary.
- Request consultation or a second opinion from another provider.
- Receive information about a proposed transfer and participate in transfer decisions, including requesting transfer to another appropriate provider or facility.

You Have the Responsibility to:

- Provide accurate and complete information about your health, medications, medical history, contact information, and insurance coverage.
- Ask questions when information or instructions are unclear.
- Participate in and follow the treatment plan agreed upon with your health care providers.
- Tell staff about unexpected changes in your condition or concerns about your care.
- Treat staff, visitors, and other patients with courtesy and respect.
- Be considerate of other people, their privacy, hospital property, noise levels, and visitation expectations.
- Follow hospital rules, safety instructions, infection prevention measures, and other reasonable care-related instructions.
- Provide a copy of your advance directive when applicable.
- Take responsibility for the consequences of refusing treatment or not following the agreed-upon plan of care.
- Do not photograph, video record, or audio record staff or other patients without permission when prohibited by hospital policy or law.
- Provide insurance information and meet financial responsibilities or work with the Hospital regarding available financial assistance or payment arrangements.

Informed Consent and Decisions

- Receive information necessary to make informed decisions and give informed consent before non-emergency treatment or procedures.
- Be informed of the risks, benefits, and reasonable alternatives to proposed treatment.
- Create, modify, or revoke an advance directive and have it followed in accordance with applicable law.
- Select a person to make health care decisions for you if you become unable to make those decisions.
- Be informed if research is involved and refuse participation without affecting your care.
- Refuse photographs, video, or recordings not required for your care, except as otherwise permitted by law.

Privacy, Confidentiality and Information

- Expect personal privacy and confidentiality of your medical information consistent with HIPAA and other applicable law.
- Review and obtain copies of your medical records within time frames required by law.
- Receive clear information about hospital and physician charges, billing practices, and available financial assistance.
- Request information about hospital quality, safety, and performance measures when available.

Continuity, Discharge, and Safety

- Expect coordination of care across providers and settings.
- Receive clear discharge instructions regarding follow-up care, medications, and appointments.
- Receive protection from unsafe practices, environmental hazards, and harm.
- Be informed of clinically necessary restrictions or limitations on the exercise of your rights.
- Exercise your rights without fear of retaliation, reprisal, or discrimination.

Complaints and Grievances

- File a complaint or grievance without retaliation and receive a timely response.
- Speak with your physician, nurse, department manager, or the Hospital's Patient Rights/Quality Management representative.
- Submit a grievance verbally or in writing. The Hospital will review and respond in accordance with its complaint and grievance policy.
- You may contact the Illinois Department of Public Health directly regarding a complaint, regardless of whether you first use the Hospital's grievance process.

Sarah D. Culbertson Memorial Hospital Patient Rights/Quality Management

Phone: 217-322-5292

Monday-Friday, 8:00 a.m.-4:30 p.m.

Illinois Department of Public Health

Office of Health Care Regulation - Central Complaint Registry

525 W. Jefferson St., Ground Floor

Springfield, IL 62761-0001

Phone: 800-252-4343

TTY: 800-547-0466

Need Help or More Information?

If you have questions about your rights or responsibilities, speak with any member of your care team. Interpreter services, accessibility accommodations, and additional written materials are available upon request.