

Patient Bill of Rights and Responsibilities

At Northwestern Memorial Hospital, we seek to provide exceptional care and the best possible experience for every patient and family. 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 Memorial is a community of caregivers who welcome, respect and serve all people without regard to age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, Vietnam or other veteran status or any other status protected by relevant law.

As our patient, we want to make sure you understand your rights and responsibilities.

Patient Rights

Courteous, respectful and quality care.

- We will provide care that respects your culture, beliefs, preferences and spiritual and personal values.
- You have the right to have your own physician promptly informed of your hospital admission. We will provide evaluation, treatment and referral as needed. We will help you understand and obtain needed follow-up care after you leave our care. If we cannot meet your needs, or if you request a transfer, we will assist with a transfer.

- We will work to prevent and address pain at all times.
- If you have a life-limiting illness, your symptoms will be treated. We will work with you to prevent or manage pain and discomfort. You and your family will receive support for your concerns related to dying and grief.

Obtain information about your treatment and healthcare team.

- Your healthcare team will provide information in terms you can understand about your:
 - Diagnosis
 - Treatment options (including risks, benefits, length of treatment)
 - Recovery and prognosis
 - Role in your care
- If you do not understand something, please ask. You have the right to know.
- Read carefully and make sure you understand any form before signing. If you have questions, ask your nurse, physician or caregiver.
- We will provide information to you and your family or decision maker considering your preferences and needs. If needed, a foreign-language interpreter or sign-language interpreter will be provided. We will adapt communications if you are vision- or hearing-impaired.
- We encourage you to learn more about your diagnosis, the medical tests you are having and your treatment plan. You might want to visit our website or health library for more information.
- We will provide the names of the physicians who are caring for you and information about any relationship of the hospital and staff to other healthcare and educational institutions, as it is related to your care.

- You have the right to know about any proposed clinical trials (research) affecting your care or treatment. You have the right to refuse to take part in such research. If you do refuse, this will not affect your access to ongoing care.
- You may have a copy of your medical records after you leave the hospital or office. There will be a copying fee.
- You may examine and receive an explanation of your bill.

Make decisions about your care.

- We encourage you to select a decision maker in case you cannot make decisions for yourself. We will ask you about your “advance directives” and will assist you in preparing one if you wish.
- We suggest you ask a trusted family member or friend to serve as your advocate. They can ask questions that you might not think of while under stress.
- You or your decision maker may make healthcare decisions as permitted by law. This includes maintaining or stopping life-support care. You always have the right to refuse treatment and care, and to be informed of any expected medical outcome of refusal.
- You may receive calls and visitors, including your spouse, domestic partner, family members and friends.
- You may withdraw or deny consent to visitors at any time. Northwestern Memorial does not restrict, limit or otherwise deny visitation privileges on the basis of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, Vietnam or other veteran status or any other status protected by relevant law.
- Upon request by you or your family, the hospital’s Medical Ethics Committee will help you and your care team to explore options and issues in making healthcare decisions.

Privacy and confidentiality.

- Private discussions, consultations, exams and treatments are conducted with as much privacy as possible. Those not directly involved in your care must have your consent to be present. You may request that members of your own sex be present during exams or procedures.

Patient Responsibilities

- To help us provide you with high-quality care, we ask you to share, to the best of your knowledge, accurate and complete information about your health:
 - Current and past illnesses
 - Hospitalizations
 - Specific problems, symptoms, pain or concerns
 - Medication history and reactions
 - Changes in your medical condition as they occur
 - A copy of your advance directives (living will, power of attorney for healthcare, other) if you have them
- You have the right to know what rules apply to your conduct as a patient. You agree to follow these rules as they affect patient care. We ask that you:
 - Consider the rights and respect the property of other patients and staff
 - Assist in our efforts to reduce noise and ensure safety, including limiting the number of visitors
 - Comply with our smoke-free campus policy
- Do not bring the following items to the hospital or office: alcohol, tobacco products, weapons or any illegal substances. We reserve the right to have our security staff search patient/visitor belongings and patient rooms. If possible, we will let you know before any search is conducted.
- Provide information about insurance or other sources of payment for your care. Emergency services will not be delayed while we are waiting for such information.

For Inquiries, Complaints, Concerns and Suggestions

Northwestern Memorial Hospital

Questions about the Patient Rights and Responsibilities or other hospital policies should be directed to the Patient Representatives department at **312-926-3112**.

In keeping with our *Patients First* mission and in compliance with the law, Northwestern Memorial 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.

The patient or a representative may contact the Patient Representatives department in person or by calling **312-926-3112** to file a grievance. The hospital also has the obligation to disclose the name of the state agency to which the patient may take a grievance. In Illinois the specific state agency is the Illinois Department of Public Health (IDPH), 535 W. Jefferson St., Springfield, Illinois 62761. Phone **800-526-4372**, TTY **800-547-0466**.

Hours are Monday through Friday, 8:30 a.m. to 5 p.m. Patients also can email **IDPH** at **dph.ccr@illinois.gov**. In addition, patients may also contact The Joint Commission, Office of Quality Monitoring, One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181. Phone **800-994-6610**. Fax **630-792-5636**.



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OUR MISSION

Northwestern Memorial is an academic medical center hospital where the patient comes first. We are an organization of caregivers who aspire to consistently high standards of quality, cost-effectiveness and patient satisfaction. We seek to improve the health of the communities we serve by delivering a broad range of services with sensitivity to the individual needs of our patients and their families. We are bonded in an essential academic and service relationship with Northwestern University Feinberg School of Medicine. The quality of our services is enhanced through their integration with education and research in an environment that encourages excellence of practice, critical inquiry and learning.



The entities that come together as Northwestern Medicine are committed to representing the communities we serve, fostering a culture of inclusion, delivering culturally competent care, access to treatment and programs in a nondiscriminatory manner and eliminating healthcare disparities. For questions, please call the Northwestern Memorial Hospital Patient Representatives department at 312-926-3112, TDD/TTY 312-944-2358 and/or the Northwestern Medical Group Patient Representatives Department at 312-926-1920, TDD/TTY 312-695-3661.