



PATIENT RIGHTS AND RESPONSIBILITIES

→ uihc.org/patient-rights-and-responsibilities

Patients' rights and responsibilities

University of Iowa Health Care is proud to provide expert medical care in an environment where you can expect:

- Quality service
- Personal respect
- Consideration for your family and visitors

It is our hope that your experience here will be comfortable and beneficial.

Our patients have many rights and responsibilities. For another copy of this brochure or to share a concern, complaint, or grievance, please talk with any staff member or you may call the Patient Advocate on the downtown campus at **319-339-3653**. For all other locations call the Office of the Patient Experience at **319-356-1802**.

Regarding your care in a teaching hospital, you have the right to:

- Know UI Health Care is a teaching hospital.
- Know our approach to medicine is team-based and multiple staff may be involved in your care, such as resident physicians, medical students, student nurses, and other supervised health care providers in training.
- Ask if any of your health care providers are in training.

Regarding decision-making and advance directives, you have the right to:

- Make informed decisions about your care or designate a representative to make decisions for you if you are unable.
- Be informed about advance directives, such as a living will and durable power of attorney for health care decision-making.
- Set up advance directives and have them followed.

Regarding the use of experimental treatment, you have the right to:

- A full explanation of any experimental methods of diagnosis and/or treatment offered to you.
- Consent to or refuse experimental treatment or research activities. If you refuse, your future access to quality health care will not change.

Patients' rights

Regarding your medical care, you have the right to:

- Receive considerate and respectful care.
- Be treated with dignity.
- Be informed about your diagnosis, medical condition, and treatment in terms you can understand to the extent possible.
- Talk with your doctor and health care team about all procedures and the outcome of your care.
- Be informed about pain and pain relief.
- Have your pain assessed and managed.
- Get a timely response from your doctor or nurse when you report pain or discomfort.
- Ask for treatment.
- Refuse treatment to the extent permitted by law and to be informed of the possible outcomes of the refusal.
- Know the names and professional titles of your caregivers.
- Ask for a change of your health care provider.
- Request a second opinion from another UI Health Care provider or another provider outside of UI Health Care if you choose.
- Receive medical care without discrimination based on race, creed, color, religion, national origin, gender, pregnancy(including childbirth and related conditions) age, sexual orientation, disability, ethnicity, culture, language, socio-economic status, and gender identity or expression.

Regarding your personal needs, you have the right to:

- Personal privacy to the extent consistent with your care needs.
- Prompt, reasonable, and courteous responses to any request for services within the ability of the hospital.
- Care in a safe and secure environment; to be free from physical or mental abuse, harassment, and corporal punishment.
- Be free from restraint or seclusion, except when your own safety or the safety of others must be protected.
- Be free from restraint or seclusion of any form used as a means of coercion, discipline, convenience, or retaliation by staff.
- Use the services of an interpreter and have access to assistive devices, when needed. Call **319-356-1967** or our Hospital Operator to be connected with staff who can assist.

- Sufficient, nutritious, and palatable food with consideration to religious and medical needs
- Receive phone calls and written communication.
- Speak or meet with clergy or other spiritual advisors of your choice.

Regarding your doctor, family, friends, or personal partner, you have the right to:

- Have contact with family members, friends, and a partner (including a same sex partner).
- Ask that your family or a representative of your choice be told about your admission to the hospital.
- Ask that your own doctor be told about your admission to the hospital.
- Receive visitors without discrimination based on age, race, ethnicity, national origin, religion, culture, language, physical or mental disability, socio-economic status, sex, sexual orientation, and gender identity.

Regarding your records and bill, you have the right to:

- Confidentiality of your clinical and personal records.
- Look at your medical records within the limits provided in the UI Health Care Notice of Privacy Practice.
- An explanation of all items on your bill.

Regarding your discharge planning, you have the right to:

- Be a part of your discharge planning from the time you are admitted.
- Be informed about your health care needs and planning for care after you leave the hospital.
- Work with staff in the Care Coordination Division or the Case Management Department if you are at our downtown campus. You may ask your care provider to contact them, or other care providers as needed. They will help you with your transfer to another health care organization when you leave UI Health Care.

Regarding problem resolution, you have the right to:

- Express concerns, complaints, or grievances about your care or service experience to hospital staff.
- A written response to a grievance.

Please request in writing, or ask for and fill out form #1989 “ADMIN-Consent to Release of Information and Right of Access” and mail it to:

University of Iowa Health Care
Release of Information Office
200 Hawkins Drive, HSSB STE 100
Iowa City, IA 52242-1085

Please call **319-356-1719** if you have questions.

Complaints and grievances

UI Health Care is responsible for listening to concerns from patients, families, and visitors. Staff will do a review and give you a response about how the concern(s) were reviewed and actions that were taken to resolve them. Concerns, complaints, or grievances may be submitted verbally or in writing.

People who express a concern, complaint, or grievance will not have their future access to care compromised in any way.

To share a concern, complaint, or grievance, please contact any staff member, or email us at patient-experience@uiowa.edu. You may also contact us by phone or mail at the following:

Patient Advocate at the downtown campus, if related to this location at:

- **Phone:** 319-339-3653
- **Mail:** UI Health Care, 500 E. Market St., Iowa City, IA 52245

For all other locations, contact The Office of the Patient Experience at:

- **Phone:** 319-356-1802
- **Mail:** UI Health Care, 200 Hawkins Drive, CC102 GH, Iowa City, IA 52242

Patients' responsibilities

Regarding your medical care, you are responsible for:

- Giving your health care team correct and complete information about all matters related to your health, such as medicines and past or present medical problems.
- Telling your health care team about changes in your condition or symptoms, including pain.
- Asking your doctor or nurse what to expect during a pain assessment and pain treatment options.
- Telling your doctor or nurse when you are having pain and asking for pain relief measures when your pain or discomfort first starts or does not get better after a treatment.
- Following the instructions and advice of your health care team. If you refuse treatment or do not follow the instructions or advice, you must accept the consequences of your decisions.
- Identifying and reporting any safety concerns that may affect your care.
- Telling a member of your health care team if you do not understand information about your care or treatment.
- Telling your doctor, nurse, or other health care provider if you are not satisfied with any part of your care.
- Taking part in the planning of your care, as well as discharge planning.
- Providing timely information about your health insurance.
- Paying your bills or making arrangements with UI Health Care to meet your financial obligations in a timely manner.
- Keeping your scheduled appointments or canceling your appointments in advance, when possible.

Regarding your personal behavior, you are responsible for:

- Being considerate and cooperative.
- Being respectful of your care team.
- Being thoughtful of the rights of other patients and our staff.
- Accepting that bad language or behavior is not tolerated.
- Following the policies and procedures of UI Health Care.

Your belongings

UI Health Care is not responsible or liable for your valuables or personal effects. You are responsible for safeguarding your possessions. UI Health Care is not responsible for the care, storage, or replacement of valuables or personal effects if they are dropped, lost, or misplaced in bedding, on a food tray, wrapped in tissue, placed in a cup, or otherwise improperly stored. Please leave valuables at home or send them home with a responsible adult for safekeeping.

Photograph, audio, and video recordings

Your care team may need to use photography, video, or audio recordings to document your clinical condition or for internal health care operations purposes. If UI Health Care intends to use images for reasons other than clinical or operational purposes, we will obtain your written authorization.

Meeting your needs

Confidentiality

All patient medical information, whether stored electronically, in the medical record, or obtained by any other means, is treated as private and confidential. All UI Health Care staff take precautions to assure patient privacy and confidentiality.

Access to your medical record

Please talk with your health care team if you would like access to your medical record. The medical record is the property of UI Health Care. You have a right to look at a copy of your medical record when you request. You can also get a copy of your medical record. There will be copying charges.

Language Availability Assistance

UI Health Care offers language assistance services free of charge. To view University of Iowa Health Care's Language Assistance Notice, please visit <http://uihc.org/language-assistance-notice>. For language assistance, please contact 319-356-1616 and an operator will connect you to a translator.

If you feel your concern about safety or quality of care provided in the hospital has not been addressed, other external groups you may contact include:

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| <p>State Agency:</p> <p>Department of Inspections, Appeals, and Licensing Health and Safety Division, Acute and Continuing Care</p> | <p>Address: 6200 Park Ave Des Moines, IA 50321</p> <p>Phone: 877-686-0027</p> |
| <p>Accreditation Agency:</p> <p>The Joint Commission</p> | <p>Address: 1 Renaissance Blvd. Oak Brook Terrace, IL 60181</p> <p>Phone: 800-994-6670</p> <p>Email: patientsafetyreport@jointcommission.org</p> |
| <p>Medicare Quality of Care Complaints for coverage decisions or to appeal a premature discharge:</p> <p>Commence Health - Organization for Beneficiary Family Centered Care (BFCC-QIO)</p> | <p>Address: 10820 Guilford Road, Suite 202 Annapolis Junction, MD 20701</p> <p>Phone: 888-755-5580</p> |
| <p>To address discrimination concerns, you may file a civil rights complaint with U.S. Department of Health and Human Services</p> | <p>Address: Office of Civil Rights 200 Independence Ave., SW Room 509F, HHH Building Washington, DC 20201</p> <p>Email: OCRComplaint@hhs.gov</p> |