



The purpose of this document is to explain your rights and responsibilities as a patient at Cook County Health. By knowing and understanding your rights, you can help us provide you with quality health care.

FACTS FOR A HEALTHIER TOMORROW

KNOW YOUR RIGHTS AND RESPONSIBILITIES AS A PATIENT.

At Cook County Health, we are committed to providing care within our capabilities to all patients regardless of race, color, gender, religion, physical or mental disability, national origin, age, culture, ethnicity, language, socioeconomic status, sexual orientation (e.g., lesbian, gay, bisexual, and transgender (LGBT)), gender identity or expression, marital status, veteran and/or the ability to pay. We want to work with you to make sure you receive the care you need and deserve.

Cook County Health includes these facilities:

- John H. Stroger, Jr. Hospital of Cook County
- Provident Hospital of Cook County
- Cermak Health Services of Cook County
- Ruth M. Rothstein CORE Center
- Ambulatory & Community Health Network
- Cook County Department of Public Health

PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

Consistent with state law, you as our patient (and/or your legal representative, as appropriate) has the right to polite, respectful, quality care, including the right:

- To treatment with dignity and respect in a place, that is a safe and healing environment
- To access to care that is available and meets our mission
- To receive up-to-date information about your care and health condition in terms that you understand.
- To receive skilled and compassionate care from each member of our staff and to have your cultural, spiritual, and personal values, beliefs, and preferences respected no matter who you are, where you are from, or what you believe.
- To receive health care for your whole self, body, and mind, including having your pain measured and effectively managed.
- To wear personal clothing, religious or symbolic items, unless they interfere with health care procedures or treatment or violate others' rights.
- To access cultural, religious, pastoral, spiritual, and psychological services.
- To receive interpreter services, free of charge, including sign language (or other method that meet your visual, speech or hearing conditions).

- To receive information about medical costs that you may be responsible for paying and any insurance limits. You may also ask for information about resources for financial assistance.
- To a timely and reasonable response to questions and service requests.

You have the right to know about your treatment and the healthcare team, including the right:

- To have a family member or representative of your choice and your personal doctor promptly notified of your admission.
- To know the names and roles of the team members involved in your care.
- To participate in your care plan process in a way that you understand.
- To receive information regarding your medical diagnosis, procedures, treatment, and prospects for recovery, including any risks or complications involved and any unanticipated outcomes.
- To refuse to give consent for treatment or services, if you have not received information that you understand.
- To be free from restraints or seclusion unless the use of these methods is necessary for medical or safety purposes.
- To continue care, including information about the care recommended after your discharge.
- To use any of our educational resources to understand the different parts of your care.
- To receive a complete explanation of the need for you to transfer to another facility or organization, including options other than a transfer. The transfer must be accepted by the other facility or organization.
- To refuse a transfer to another facility or organization.
- To receive information on our policies related to your hospitalization or treatment.

You have the right to make decisions about your care, including:

- To decide whether you want to consent to treatment, care, and services.
- To withdraw your consent at any time, as allowed by law, after being informed of the consequences of this decision during your treatment.
- To request a second opinion from another physician.
- To ask family, including your same sex partner, surrogate decision maker, or appointed representative to help you make health care decisions.
- To be given written information about advance directives and to get help from hospital staff to create, review, or change an advance directive. Advance directives provide doctors and staff with your wishes about your care when you are not able to communicate that to us. This right applies at any time during
- your treatment.
- To make decisions about your health care at the end of life. We support you and your family or representative.
- This includes the right to make decisions about when to receive life-saving

services, including the right

- to not use life-sustaining medical treatment as allowable by law. These decisions may be changed at any time during treatment.
- To have your organ donation wishes followed in line with our legal responsibilities and resources.

You have the right to receive information about any research or educational activities related to your care, including:

- Information about the purpose of the research.
- The expected length of time you will participate.
- A clear description of the procedures to be followed.
- A statement of the potential benefits, risks, discomforts, and side effects.
- Information about alternative care, treatment, and services available to you that may help your health.
- The right to refuse to participate in any research or educational activity and to know that the quality of the care you receive will not change because you do not participate.
- The right to withdraw your consent, at any time, to participate in research or educational activity.

You have the right to privacy and protection, including the right:

- To have your personal privacy respected. your care, examination, treatment, and meeting with staff should be confidential and discreet; with your personal preferences honored.
- To personal security, including access to protective or advocacy services.
- To be free from all forms of neglect, abuse, exploitation, or harassment.
- To receive information about our visitation policy and to choose the visitors you would like to see, including a spouse, domestic partner, same sex partner, or a family member or friend, unless visitors interfere with your medical condition or treatment. In such cases, the hospital may impose clinically necessary or reasonable restrictions or limitation on your visitation. You may also refuse visitors or phone calls at any time.
- To be informed (or have your authorized representative be informed, where appropriate) about any clinically necessary restrictions or limitation on your visitation rights.
- To receive our Notice of Privacy Practices.
- To expect that all communication and records related to your care will be treated as confidential, as allowable by law.
- To request a copy of your medical records from our facilities and request a change be made to your record, as allowable by law.
- To request information about how your medical information has been shared or disclosed, as allowable by law.
- To review an itemized copy of your medical bill and explanation of all charges.

You have a right to complain about the care and services, including the right:

- To be informed of our process to resolve complaints or grievances without fear of reprisals, retaliation, or otherwise negative treatment.
- To receive a written response to all grievances.

PATIENT RESPONSIBILITIES

- To help us provide you with quality healthcare, you have a responsibility:
- To provide us with complete and accurate information about your health, including illnesses you have now or have in the past, pain, medications, allergies, vitamin and home remedies you use.
- To follow the recommended treatment plan and instructions, understanding that you must accept the consequences of refusing to do so.
- To make known when you have advance directives and provide documents describing your preferences and wishes to your care providers.
- To speak up. Ask questions when you have them and to tell your doctor or nurse if you do not understand any part of the care provided or your care plan.
- To tell any member of your health care team about any unhappiness you may have with the care provided.
- To respect the rights, property and privacy of other patients and their families.
- To respect our property and facilities. Do not disrupt hospital or clinic operations.
- To follow facility rules and regulations including visitation regulations, infection control, patient care and safety standards.
- To conduct all interactions with our staff, patients, and visitors in a respectful and polite manner. Do not use inappropriate, harmful, threatening, rude, harassing, abusive, violent, or discriminatory language or behavior.
- To keep appointments and when you are unable to attend an appointment, notify your provider or the facility.
- To make sure any financial obligations for your care are met to the maximum extent possible. Contact the billing department if you need to make special arrangements
- To follow the CCH No Smoking Rule.

INQUIRIES

If you have a concern, problem or complaint related to any aspect of care, first speak to your doctor, nurse, or a staff member. To speak to a patient advocate or to file a grievance contact:

CCH Department of Patient Relations 312-864-0185 and Fax: 312-864-9119
Weekdays: 8:30 AM - 4:30 PM After Hours

Stroger Hospital, On Duty Administrator at 312-333-1692
Provident Hospital, Administrator on Call at 312-572-2039

Ruth M. Rothstein CORE Center, Patient Advocate (312) 572-4861

Patients or their representative may also file a complaint with the organizations listed below:

The Joint Commission
 Office of Quality and Patient Safety
 One Renaissance Boulevard Oakbrook Terrace, IL 60181
 Fax: (630) 792-5636
<https://www.jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-event/>

The patient and/or their representative should include in all correspondences, the health care organization's name, street address, city and state.

Illinois Department of Public Health
 Office of Health Care Regulation Central Complaint Registry
 525 W. Jefferson St., Ground Floor Springfield, IL 62761-0001
 Email Address: dph.ccr@illinois.gov
 Central Complaint Registry Hotline – 800-252-4343 TTY for the Hearing Impaired Only – 800-547-0466 Available 24 hours a day
 Fax Number: 217-524-8885
 Website: <http://dph.illinois.gov/topics-services/health-care-regulation/complaints>

Illinois Department of Human Rights 100 W. Randolph Street, 10th Floor Chicago, IL 60601
 Phone: (312) 814-6200 / TTY: (866) 740-3953
 or The Human Rights Authority
 (Mental Health and Developmental Disabilities Intake Unit)
 P.O. Box 7009 Hines, IL 60141-7009
 Phone 1-866-274-8074 / Fax 708-338-7505
 TTY 1-866-333-3362

Office for Civil Rights
 U.S. Department of Health and Human Services 200 Independence Avenue,
 SW Room 509F, HHH Building Washington, D.C. 20201
 Phone: 1-800-368-1019; 800-537-7697 (TDD)
 Website: <https://www.hhs.gov/civil-rights/filing-a-complaint/index.html> Email:
1557@hhs.gov

**Patients who are in the custody of the Cook County Sheriff should avail themselves of the Cook County Department of Corrections grievance process.*

Stay Safe — You can help with healthcare safety.

Don't Be Afraid to...

- Ask for the ID of everyone who comes into your hospital or exam room.
- Speak up if our staff does not ask to check your ID.
- Ask your doctor or nurse if they have washed their hands before they touch you.
- Ask why you need certain tests or procedures, including when they will happen and how long it will be before you get the results.

PATIENT RIGHTS AND RESPONSIBILITIES ARE FOLLOWED BE CREATING A WORKING RELATIONSHIP BETWEEN STAFF, PHYSICIANS, AND PATIENTS.

There may be facility specific policies and procedures that outline the process for following patient rights and responsibilities at our hospitals and clinics. Patients will receive information regarding these facility specific policies and procedures.

If a patient is an un-emancipated minor, their rights and responsibilities also apply to their parent or guardian. Our health care team will work with parents and guardians to provide the care necessary for their child.

When we talk about the healthcare team, we are including the doctors, nurses, technicians, therapists, staff, and volunteers of Cook County Health.