



Patient Rights and Responsibilities

Our goal is to provide you with the safest, highest quality care possible. It is important that you are aware of your rights.

A guardian or next of kin or other authorized representative may exercise these rights on behalf of a patient who is a minor or is not capable of making decisions. Except under certain circumstances, such as emergencies, parents or guardians usually give consent for treatment of patients under age 18. Please discuss any concerns regarding your medical care and treatment—or any aspect of your hospital stay—with your physicians and nurses. If you have questions, contact Patient Relations at patientrelations@uwhealth.org, (608) 263-8009.

As a patient, parent or guardian of a patient, you have the right to:

Treatment without discrimination

1. Receive care and treatment regardless of race, color, national origin, ancestry, age, sex, gender, sexual orientation, gender identity, disability, creed, religion, marital status, newborn status, military status, or source of payment
2. Receive emergency treatment even if you cannot pay
3. Receive care at American Family Children's Hospital and will not be transferred to another facility, except in some emergencies, unless you are told the reason for the transfer, and another hospital has agreed to accept you as a patient and provide continuing medical care for you

Respect, confidentiality and personal dignity

1. Be treated with respect and courtesy and free from all forms of abuse and harassment
2. Privacy during your treatment
3. We keep your health care information private and confidential. Details of your condition and treatment will not be shared except with those who are allowed to receive the information. To aid in your care when you are seeing health care professionals in more than

one organization, health information that American Family Children's Hospital stores electronically is also available to other health care providers associated with UW Health. Other settings include, but are not limited to, some University Community Clinics, Group Health Cooperative, UW Medical Foundation Physician's Clinics and UnityPoint Health-Meriter

4. Request restrictions according to federal law (HIPAA) on certain uses and disclosures of your health information
5. Request how and where we communicate with you outside of the hospital and clinics

Information you can understand

1. Know about hospital policies and procedures
2. Receive help from interpreters or use adaptive equipment if you speak limited English or are deaf or hard of hearing
3. Receive complete information on your condition, treatment plan and outlook for recovery
4. Your health status will be explained to you and you will be encouraged to participate in planning your care and treatment, including managing your pain

Participation in decisions about your care

1. Request a limit on the number of medical students and residents involved in your care. Patients who wish to limit the involvement of resident physicians or medical students with their care should speak with their doctor. To the extent possible, the request will be honored if doing so will not negatively affect patient care, treatment or services
2. Complete a Power of Attorney for Healthcare or Living Will (known as Advance Directives) if you are at least 18 years old. These legal documents tell us your wishes for future health care; the POA for Healthcare also allows you to appoint someone to make your health care decisions if you should become unable to do so. It is the policy of American Family Children's Hospital to follow Advance Directives to

the extent permitted by law

3. Identify a support person to be involved in care, treatment decisions and services (to the extent authorized by the patient)
4. Be involved in decisions about your health care and to agree to treatment before it is given, except in emergencies. When you are asked to agree to treatment, you will be told about your condition; the planned procedures or treatment; alternative treatments; the risks and side effects; what could happen if you don't get treatment for your condition; and how likely it is to be successful
5. Choose not to be treated. Your doctor will tell you what could happen if you don't get treatment. You are responsible for the results if you choose not to be treated or if you do not follow your doctor's instructions
6. Be informed about the outcomes of your care, including unexpected outcomes
7. Refuse to participate in research and experimental treatment
8. Participate in discussion of ethical issues related to your care. Such issues might include not starting or stopping life-sustaining medical treatment and questions about research or clinical trials you might be involved in. To talk with someone from the hospital's ethics committee, call the patient relations department at (608) 263-8009

Care that supports you and your family

1. Have hospital staff tell a family member and your personal physician of your admission
2. Be told the name of the physician or other professional responsible for your care
3. Decide who may or may not visit you during your hospital stay

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4. Provide care that meets your emotional, spiritual and cultural needs. While in the hospital, you may perform cultural or spiritual practices as long as they do not harm others or interfere with medical treatment
 5. Access to protective services, such as guardianship, when needed
 6. Receive care in a safe setting
 7. Receive medical treatment without seclusion or restraints unless your medical condition requires it, or it is necessary because of aggressive or violent behavior
 8. Be partners with hospital staff to assess and manage your pain
3. Receive care that is appropriate for age and level of development and respects a child's need to grow, play and learn
 4. Receive care by staff who are trained to meet the physical, emotional and developmental needs of children and their families

You can help us provide you with the best possible care by following through on these responsibilities.

You have the responsibility to:

1. Follow hospital rules and regulations
2. Respect the rights of other patients, families, visitors and staff
3. Provide accurate and complete information to your medical team about your health and health care
4. Ask for more information if you do not understand your illness or treatment
5. Work actively with your caregivers to implement your treatment plan
6. Report any changes in your condition after discharge
7. Provide accurate health insurance information, or that you contact our billing office to arrange to reimburse American Family Children's Hospital for the services provided to you
8. Keep your medical appointments, or notify your clinic well in advance if you are unable to do so
9. Treat health care providers, employees and other patients with respect

If you have concerns about your patient care, you can file a complaint:

- Patient Relations, 600 Highland Ave., G7/210, Madison, WI 53792-2460, patientrelations@uwhealth.org, (608) 263-8009. Complaints will be reviewed promptly and resolved within 7 to 15 business days when possible.
- You can also file a complaint with:
 - The State of Wisconsin, Department of Health & Family Services, Division of Quality Assurance, Bureau of Health Services, P.O. Box 2969, Madison, WI 53701-2969 Phone: (800) 642-6552

- The Joint Commission, Office of Quality Monitoring, One Renaissance Blvd., Oakbrook Terrace, IL 60181 Phone: (800) 994-6610 Fax: (630) 792-5636 Email: patientsafetyreport@jointcommission.org

- If you are a Medicare patient and have a quality of care complaint or think you are being discharged from the hospital too soon, you can file an appeal with KEPRO, the Wisconsin Quality Improvement Organization at (855) 408-8557
- You can file a formal service delivery discrimination complaint at:
 - Department of Health Services Civil Rights Compliance ATTN: Attorney Pamela McGillivray 1 West Wilson St., Room 651 P.O. Box 7850 Madison, WI 53707-7850 Phone: (608) 266-1258 Fax: (608) 267-1434 TTY: 1-800-947-3529 Email: DHSCRC@dhs.wisconsin.gov Web: dhs.wisconsin.gov/civil-rights
 - U.S. Department of Health and Human Services, Director, Office for Civil Rights, Room 509F, HHH Bldg., 200 Independence Ave. S.W., Washington, D.C. 20201 Phone: (202) 619-0403 TTY/TDD: (202) 619-3257
 - Office for Civil Rights U.S. Department of Health and Human Services 233 N. Michigan Ave., Ste. 240 Chicago, IL 60601 Customer Response Center: (800) 368-1019 Fax: (202) 619-3818 TDD: (800) 537-7697
- You can file a laboratory test complaint at:
 - Centers for Medicare & Medicaid Services (CMS) Central Office, Division of Laboratory Services (CLIA), toll free (877) 267-2323 extension 63531
 - College of American Pathologists (CAP), toll free (866) 236-7212

Access to your billing and medical records

1. Have access to your medical and billing records
2. Request copies of your medical records in a reasonable time at a reasonable cost
3. Receive a copy of your bill showing charges for each service received
4. Request a correction of your medical record (HIPAA) and challenge the accuracy of your billing records
5. Request an accounting of the disclosure of your health care information
6. Prevent your medical record from being used for research purposes
7. Receive information about the hospital's Community Care program that provides financial assistance to patients who qualify. Call (608) 262-2221 or (866) 841-8535 toll free

Additional rights of children and their parents or guardians

1. A parent or guardian usually gives consent for a child to be treated. Consent from an adult is not needed in some cases, such as emergencies
2. Have parents or a parent substitute with you. Sometimes the care team may ask that you not be present. For example, in the operating room, or the intensive care unit, burn unit or other area during treatment or procedures

Language Assistance

If you speak a language other than English, language assistance services are available to you free of charge. Call (608) 262-9000. UW Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

Atención: Si usted habla Español, tenemos disponible para usted servicios de asistencia de idioma gratuitos. Llame al (608) 262-9000. UW Health cumple con todas las leyes federales de derechos civiles aplicables y no discrimina en base a raza, color, nacionalidad u origen, edad, discapacidad o género.

CEEB TOOM: Yog hais tias koj hais lus Hmoob, kev pab cuam hom lus, dawb, muaj pab rau koj. Hu (608) 262-9000. UW Health muaj feem xyuam txog ntawm pej xeem txoj cai tsoom fvv teb chaws thiab tsis cais ib haiv neeg twg, xim, keeb kwm teb chaws, hnuv nyoog, mob xiam oob qhab los yog poj niam lossis yog txiv neej.