

Your Rights and Responsibilities as Our Patient



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Your rights

Northwestern Medicine is an integrated academic health system where the patient comes first. 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 Medicine is a community of caregivers who welcome, respect and serve all people without regard to age, race, color, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, and military or veteran status.

Northwestern Medicine is committed to inclusive care. We will provide free aids and services to patients and their companions with disabilities. If you or your companions want to communicate about your care in a language other than English, we will provide you with free and confidential language services.

As our patient, you have the right to:

Access

Receive appropriate medical care without discrimination

Contact and talk to the physicians involved in your care

Contact the Patient Relations Department if you have a complaint, without worry that doing so will cause retaliation

Access protective services

Respect and dignity

Be treated as an individual with unique needs and desires

Receive compassionate and respectful care free of unnecessary restraints or seclusion, and free from all forms of abuse and harassment

Have your medical information be kept confidential

Have your personal privacy respected

Make informed choices about your care and treatment, including the decision to refuse treatment

Complete an advance directive/living will and have your stated wishes become part of your treatment plan

Identify a decision-maker in the event you cannot participate in decisions about your care

Have your symptoms treated in the event of a life-limiting illness; we will work with you to prevent or manage pain and discomfort; it is important to us to support you and your family through concerns related to dying and grief

Coordination of care

Know who is in charge of your care

Know your physicians and other caregivers, and their roles in your care

Select a different outpatient physician as available

If you do not understand something, please ask. You have the right to know.



Physical comfort

Be cared for in a place that is healing, clean and safe

Receive a timely response to your pain with the goal of helping you understand and follow your care plan

Emotional support

State your concerns, be heard and get an appropriate response without worry that doing so will cause retaliation

Have your spiritual needs respected

Information, education and communication

Talk to your care team, and understand and ask questions about your diagnosis, treatment, care plan and discharge

Read carefully and make sure you understand any form before signing

Be given complete and current information about your condition, course of treatments and outcomes of care in a manner that you can understand

Know the potential risks and benefits of procedures and treatments

Get an itemized bill and an explanation of charges in a manner that you can understand

Get a copy of your medical record. Your nurse can help you, or you can contact the Medical Records Department after you leave the hospital.

Get effective communication through a certified medical interpreter at no cost to you. If you or a companion are deaf or hard of hearing, we will give you support aids, including TTYs, television closed captioning and writing supplies. All language assistance services are free and confidential. Please tell a staff member if you need help with communication.

Know about any proposed clinical trials (research) affecting your care or treatment. You have the right to refuse to take part in such research, and if you do refuse, this will not affect your access to ongoing care.

A Medical Ethics consultation to help you explore options and issues in making healthcare decisions

Involvement of family and friends

Have a family member, family physician or friend notified of your admission

Involve family members and friends in your care when it is safe and possible

Transition and continuity of care

Have access to people outside the hospital, whether in-person visitors, verbal or written contact, or private phone conversations, as appropriate to the clinical setting

Get continuous and consistent care in our hospitals

These things in relation to pregnancy and childbirth

Northwestern Medicine adheres to the Rights of Women With Regard to Pregnancy and Childbirth Illinois statute of 2020. To see a full list of rights, please visit **dph.illinois.gov** and search for **Public Act 101-0445**.

Patients have these rights related to pregnancy and childbirth:

The right to receive health care before, during and after pregnancy and childbirth

The right to choose a certified nurse midwife or physician as your maternity care professional

The right to choose your birth setting from the full range of birthing options available in your community

The right to leave your maternity care professional and select another if you are not satisfied with your care, except as otherwise provided by law

The right to emotional and physical support during labor and birth

The right to freedom of movement during labor and to give birth in the position of your choice, within generally accepted medical standards

The right to have contact with your newborn, except when we must provide necessary care to you or your infant

The right to get information about breastfeeding

The right to decide collaboratively with your care team when you and your baby will leave the birth site for home, based on your condition and circumstances

Access nurse staffing and staff training information

You have a right to access nurse staffing and staff training information. You may ask for this information from any clinical director, nursing supervisor or the Patient Care Services staffing office.



Your responsibilities

As we partner with you for your care, we ask that you:

Give us complete and accurate information about your current and past state of health, including past illnesses, hospital stays and the medications you are taking

Give us a copy of your advance directives, such as a living will and/or healthcare power of attorney, so that we can honor your choices

Talk to us about your pain and options for minimizing it

Follow the treatment plan that you developed with your caregivers, including a safe escort home after a procedure, and accept responsibility for your health outcome if you choose not to follow your treatment plan

Ask questions when you do not understand what we are saying or asking you to do

Treat staff members with courtesy and respect

Show respect and consideration for your caregivers and other patients and families by helping us keep a peaceful environment of care, not smoking, and respecting others' property

Respect that we do not tolerate discrimination toward patients, visitors or healthcare workers on the basis of race, ethnicity, gender, sexual orientation, culture, religious identity, age, disability or any other protected class of persons in keeping with federal and state laws

Tell us if you think there may be a problem with your care, or if you do not agree with the treatment plan

Help us ensure a safe environment by letting us know if you see unsafe conditions or practices

Leave valuables at home and bring only necessary items for your hospital stay (we are not responsible for lost valuables)

Meet all financial obligations you have agreed to related to your care

For your safety

You may not bring certain items inside hospital facilities. These items include, but are not limited to, alcohol, tobacco products, weapons, and any substances that are illegal under state or federal law. Note: Marijuana can be legally purchased in Illinois. However, due to federal regulations, you may not bring marijuana to Northwestern Medicine hospital facilities.

We respect your privacy. However, if we believe you, another patient or a staff member is in danger, we reserve the right to search your belongings and room. We may also search your visitors and their possessions. If possible, we will let you know before we do any search. We will make every effort to do the search in a respectful way and while you are present.

We will not allow people to act in a way that causes fear or harm, including the use of profanity, physical violence, threats, intruding on other patients and sexual aggression. We will ask visitors who act this way to leave the hospital. We will ask patients who act this way to leave the hospital after we have delivered necessary care.

If you have concerns

All patients have the right to formally express their concerns about the quality of care, language assistance services or premature discharge. We have a process to promptly review and address patient complaints. Please share your concerns with Patient Relations and your care team so that they can find a solution. You or your representative may also contact Patient Relations to let us know of your concerns or to file a grievance.

Northwestern Medicine Patient Relations Department
(see page 13 for Patient Relations contact information)

To report your concerns to a third party, you may contact any of the following organizations:

Illinois Department of Public Health

525 West Jefferson Street
Springfield, Illinois 62761

Phone: 800.252.4343
Fax: 217.524.8885
Email: dph.ccr@illinois.gov
TTY: 711

Hours are Monday through Friday, 8:30 am to 4:30 pm.

The Joint Commission
Office of Quality and Patient Safety

One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181
Fax: 630.792.5636
Use the “Report a patient safety event” link at jointcommission.org

Accreditation Association for Ambulatory Health Care

3 Parkway North, Suite 201
Deerfield, Illinois 60015
Phone: 847.853.6060
Email: info@aaahc.org
aaahc.org

If you believe we are not following our non-discrimination policies, you may contact the U.S. Department of Health & Human Services, Office for Civil Rights Complaint Portal, at ocrportal.hhs.gov/ocr/portal/lobby.jsf or by mail or phone:

U.S. Department of Health & Human Services
Office for Civil Rights

200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201
Phone: 800.368.1019
TTY: 711

Complaint forms are available at hhs.gov/ocr/complaints/index.html.

To request a confidential, free language interpreter, contact your hospital’s Patient Relations representative from the list on page 13.

Spanish

Para obtener los servicios gratuitos y confidenciales de un intérprete de idiomas, póngase en contacto con el representante de relaciones con el paciente del hospital utilizando la lista en la página siguiente.

Polish

Aby poprosić o tłumacza, którego usługi są bezpłatne i poufne, prosimy o kontakt z przedstawicielem szpitala ds. kontaktów z pacjentem z listy na następnej stronie.

Chinese (simplified)

如您需要一位私密的外语翻译为您服务, 请与同一页名单上的医院病人关系代表联系。

Korean

무료로 제공되는 기밀 보안 통역 서비스를 원하는 경우, 병원의 환자 관계 담당자에게 문의하십시오(다음 페이지의 목록 참조).

Tagalog

Upang humiling ng kumpidensyal at libreng interpreter ng wika, makipag-ugnayan sa kinatawan ng ospital para sa mga ugnayan sa pasyente (patient relations representative) na makikita sa listahan sa sumusunod na pahina.

Russian

Чтобы попросить о бесплатном предоставлении конфиденциальных услуг переводчика, обратитесь к представителю больницы по связям с клиентами из списка, приведенного на следующей странице.

Gujarati

વર્ગિત મૂલ્યે ગુપ્ત ભાષાકીય દુભાષયિની સેવા માટે વર્ગિત કરવા માગતા હો તો આ પછીના પાના પર આપેલી સૂચિમાંથી હોસ્પિટલના પેશન્ટ રિલેશન્સ પ્રતિનિધિનો સંપર્ક કરો.

Vietnamese

Để yêu cầu có thông dịch viên bảo mật và miễn phí, vui lòng liên hệ với Đại diện quan hệ bệnh nhân của bệnh viện của quý vị từ danh sách ở trang sau. danh sách ở trang sau.

Italian

Per richiedere un interprete linguistico di fiducia gratuito rivolgersi al responsabile per le relazioni con i pazienti dell'ospedale, consultando la lista riportata alla pagina seguente.

Hindi

निःशुल्क एवं गोपनीय दुभाषिया के अनुरोध हेतु, अगले पृष्ठ पर दी हुई सूची में से अपने अस्पताल के रुग्ण प्रतिनिधि से संपर्क करें ।

French

Pour demander un interprète gratuit et confidentiel, contactez le responsable des relations avec les patients de votre hôpital en utilisant la liste de la page suivante.

Greek

Για να ζητήσετε εμπιστευτικές υπηρεσίες διερμηνείας χωρίς χρέωση, επικοινωνήστε με τον εκπρόσωπο του τμήματος σχέσεων ασθενών του νοσοκομείου, επιλέγοντας κάποιον άτομο από τη λίστα της επόμενης σελίδας.

German

Um einen Dolmetscher anzufordern, dessen Dienste kostenlos und vertraulich sind, wenden Sie sich bitte an den Vertreter Ihres Krankenhauses für Patientenkontakte aus dem Verzeichnis auf der nächsten Seite.

Arabic

لطلب مترجم لغوي بصورة سرية ومجانبة، اتصل بممثل علاقات المرضى الخاص بك في المستشفى من القائمة الموجودة على الصفحة التالية.

Urdu

مفت میں رازداری کا خیال رکھنے والے کسی ترجمان کی درخواست کرنے کے لیے، ذیل کے صفحہ پر درج فہرست سے اپنے ہسپتال میں مریض کے تعلقات کے نمائندے سے رابطہ کریں۔

If you have questions or need help

Contact the Patient Relations Department if you have questions about patient rights and responsibilities, or to request sign language and other language interpreters, written information in other forms and languages, or aids and services to accommodate patients or companions with disabilities. Phone numbers are listed below by location.

Chicago and near suburbs

Northwestern Memorial Hospital
Physician offices and Immediate Care Centers
312.926.3112

Greater DeKalb County

Northwestern Medicine Kishwaukee Hospital
Northwestern Medicine Valley West Hospital
Physician offices and Immediate Care Centers
815.756.1521 x 156641

North suburbs

Northwestern Medicine Lake Forest Hospital
Physician offices and Immediate Care Centers
847.535.8282

Northwest suburbs

Northwestern Medicine McHenry Hospital
815.759.4787
Northwestern Medicine Huntley Hospital
224.654.0034
Northwestern Medicine Woodstock Hospital
Physician offices and Immediate Care Centers
815.334.3187

South suburbs

Northwestern Medicine Palos Hospital
Physician offices and Immediate Care Centers
708.923.4725

West suburbs

Northwestern Medicine Central DuPage Hospital
Northwestern Medicine Delnor Hospital
Physician offices and Immediate Care Centers
630.933.5100
Northwestern Medicine Marianjoy Rehabilitation Hospital
Physician offices
630.909.7080

TTY for all locations: 711

nm.org/contact-us