

# Patient Rights & Responsibilities

Froedtert & the Medical College of Wisconsin health centers, hospitals, staff and physicians will treat each patient – regardless of race, creed, color, national origin, ancestry, religion, gender, sexual orientation, marital status, age, newborn status, handicap or source of payment – with consideration, dignity and respect. Mutual rights and responsibilities exist between patients and the health network.

## Patient Rights

- Froedtert & the Medical College health centers and hospitals will reasonably respond to requests and needs for treatment or service within their capacity, stated mission, and applicable laws and regulations. No patient will be denied appropriate hospital care based on race, creed, color, national origin, ancestry, religion, sex, sexual orientation, gender identity, marital status, age, newborn status, handicap, or source of payment.
- Patients will be treated with respect and awareness of their individuality and personal needs, including the need for privacy, effective pain management, and psychosocial, spiritual and cultural differences.
- The patient's medical record, including all computerized medical information, is kept confidential according to the requirements of state and federal laws. The patient, or any person authorized by law, will have access to the patient's medical record.
- Each patient may know who has overall responsibility for his/her care.
- Each patient, or any person authorized by law, will receive information about the patient's illness, course of treatment and prognosis for recovery in terms the patient can understand from the appropriate Froedtert & the Medical College staff person.
- Patients have the opportunity to make health care and ethical decisions in collaboration with their health team members. They may also assign representatives to be involved in their care.
- Except in emergencies, consent for treatment will be obtained from patients, or those legally authorized to act for them, before participating in research, and before any diagnostic and/or surgical procedures are performed.
- Any patient may refuse treatment to the extent permitted by law and will be informed of the medical consequences of the refusal.
- Except in emergencies, the patient may not be transferred to another facility without being given a full explanation for the transfer, without coverage for continuing care and without acceptance by the receiving institution.
- Patients may look at their hospital and clinic bills and receive an explanation as needed. Each patient may receive, upon request, information relating to financial assistance available.
- Patients have the right to designate their visitors, and people involved in their care.
- Each patient may make an advance directive and appoint an authorized representative to make healthcare decisions on their behalf as permitted by Wisconsin law and Froedtert's Advance Directives policy.
- Be fully informed in advance about the philosophy and characteristics of the Specialty Pharmacy program and services/care to be provided.

- Have personal health information (PHI) shared with the Specialty Pharmacy program only in accordance with state and federal law.
- Be able to identify company representatives through name and job title and to speak with a pharmacist and supervisor if requested.
- If desired, to be referred to other health care providers within the Froedtert & MCW health network (i.e. dietician, pain specialist, mental health services). The patient may also be referred back to his/her own prescriber for follow-up.
- Receive information about the scope of care and services that are provided by Froedtert & MCW specialty pharmacy as well as any limitations to the company's care and/or service capabilities.
- Receive administrative information regarding any change in or termination of the patient management program before the change is made.
- Have the right to decline participation, revoke consent, or disenrollment in any Froedtert & MCW pharmacy services at any point in time.

## **Patient Responsibilities**

Patients, or their legally authorized representatives, are responsible for providing complete and accurate medical information and for cooperating in the patient's treatment. This includes:

- Communicating to caregivers whether or not the plan of care and related expectations are understood.
- Following the care plan recommended by their physicians, and the instructions of nurses and other caregivers, or, upon refusal to do so, accepting the consequences of the refusal.
- Promptly reporting any unexpected changes in condition to the designated health care providers.
- Patients, or their legally authorized representatives, are responsible for observing Froedtert & the Medical College policies, rules and regulations, including rules on visitors, noise control and smoking. All are expected to be respectful of other patients, visitors, staff and property.
- Patients, or their legally authorized representatives, are expected to cooperate when making appropriate arrangements for payment of hospital charges for care and treatment, including providing all required information and signing all necessary documents.
- Adhere to the plan of treatment or service established by your physician and to notify him/her of your participation in Froedtert & MCW Patient Management Program.
- Provide, to the best of your knowledge, accurate and complete medical and personal information necessary to plan and provide care and/or services.