

**Bay Area Medical Center**

3100 Shore Drive, Marinette, WI



**BAMC Rehabilitation Services**

1510 Main Street, Marinette, WI



**BAMC Rehabilitation Services**

106 S. School Road, Daggett, MI



**BAMC Rehabilitation Services**

218 S. Hwy. 141, Crivitz, WI

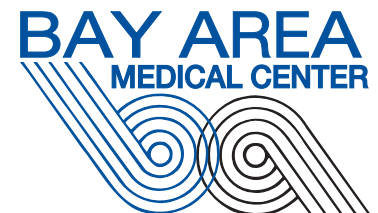


# Patient Rights & Responsibilities

3100 Shore Drive  
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(715) 735-6621

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# Patient Rights

Bay Area Medical Center observes and supports individual patient rights. Every patient, or his/her designated representative, shall be given at the time of admission or registration, written information regarding the hospital's policies on patient rights and responsibilities.

1. Every patient has the right to appropriate medical care regardless of age, disability, psychological/social/cultural/spiritual variable, type or perception of disease, race, creed, color, natural origin, ancestry, religion, sex, sexual orientation, marital status, newborn status, or source of payment.
  2. Patients shall be treated with consideration, respect and recognition of their individuality and personal needs, including the need for privacy in treatment and a clean, safe environment free of unnecessary restraints.
  3. Patients, or when appropriate, the patient's legal representative, shall be informed of the patient's rights in advance of furnishing or discontinuing care whenever possible.
  4. The patient's medical record, including all computerized medical information, shall be kept confidential except in cases when reporting is required or permitted by law. Case discussion among health care professionals shall be done discreetly as to protect each patient's privacy.
  5. The patient, or any person authorized by law, shall have access to the patient's medical record in accordance with hospital policy. A fee is charged for copying the medical record.
  6. Every patient is entitled to know who has overall responsibility for their care.
  7. Every patient, or the patient's legally authorized representative, has the right to relevant, current information regarding the diagnosis, treatment and prognosis of their case in terms and language that is clear and understandable. When it is medically advisable or in cases where information might be misunderstood, appropriate family members (or legal guardians) will be informed by the appropriate health care professionals.
  8. Every patient has the right to be informed and to understand all of the procedures and/or treatments to be performed while in the hospital. This information shall include the possible risks and benefits of the procedure or treatment. All patients, or the patients legally authorized representative, must give signed consent for elective surgical interventions or invasive procedures before those procedures and treatments, routine or experimental, are administered, except in case of emergency.
  9. No research project shall be undertaken at Bay Area Medical Center unless it has been reviewed by an institutional review board. The research protocol and consent form shall also be reviewed and approved by the Medical Staff Executive Committee, Senior Management, and appropriate committees of the Medical Staff.
6. **Grievance Time Frame.** A grievant will receive written notification that his/her grievance was received and meets BAMC's stipulated requirements within **15 business days**. The grievance process will occur within **30 business days** if the grievance is limited to a single issue. If there are multiple issues involved, the grievant and the Patient Rights Specialist will agree to a mutually acceptable time frame.
  7. **Grievance Review.** The findings of the grievance review will be communicated in writing to the grievant within **30 business days**. The written response will include the name of the grievance facilitator, the steps taken to address the grievance issues, the disposition, and the date of completion.
  8. **Grievance Delegation.** The BAMC Board of Directors has delegated the management of the Complaint and Grievance Process to the Senior Management Team at BAMC. An integrated approach involving BAMC Administrators and Department Directors is employed to identify and eliminate systemic obstacles to optimum customer service and continuous improvement. Feedback is encouraged for maximum efficiency in the grievance resolution process.
  9. **Complaint Documentation.** A complaint may be filed verbally or in writing at the point of care/service.
    - a. The Patient Concern Form should be used by staff to record a complainant's concerns about care or service issues. Said form will be used to describe areas of dissatisfaction, pertinent information including names of all involved parties, dates, steps taken to investigate and resolve the allegations, disposition or completion date.
    - b. Each BAMC department or service area is responsible for maintaining complaint documentation. A copy of all resolved complaints and/or grievances should be forwarded to the Risk Manager.
    - c. Each complainant will be provided the names of the appropriate BAMC Department Director or designee to contact to file a complaint. Staff will also provide the address and phone number noted here for the Wisconsin Department of Health and Family Services, Bureau of Assurance Services, 2917 International Lane, Suite 300, Madison, WI 53704. Their telephone number is (608) 243-2024.
    - d. If a patient and/or family member is uncomfortable reporting a complaint to the department area involved, he/she should be referred to the Patient Rights Specialist.
    - e. If the patient and/or family member does not want to speak with the Patient Rights Specialist, the complaint will be referred to the appropriate Senior Manager for resolution. The Senior Manager will copy the Risk Manager with the grievance resolution and pertinent information for inclusion in the Complaint/Grievance Management database.
  10. **Continuous Improvement Efforts.** At BAMC, we utilize complaints, grievances, and patient satisfaction surveys as valuable tools for continuous improvement and strategic planning.

# Complaint/Grievance Procedure

1. **Complaint or Grievance Management Process.** BAMC's objective is to investigate and resolve complaints as they occur or within 30 days of a reported occurrence. **You will not be penalized for filing a complaint.**
2. Various terms used to identify the patient registering a complaint or a grievance within the scope of patient rights at BAMC are defined as:
  - a. **Complaint.** A complaint is defined as an allegation or source of dissatisfaction expressed verbally or in writing by a BAMC patient, family member, guardian, surrogate decision-maker, significant other or authorized representative about care and/or services provided by staff and/or health care providers.
  - b. **Complainant.** The person who makes the complaint is defined as a complainant.
  - c. **Grievance.** A grievance is a written complaint to a department, point of service or the Patient Rights Specialist expressing dissatisfaction with the resolution of a complaint. Grievances are required to be written appeals to a department or service area resolution that is disputed by a grievant.
  - d. **Grievant.** A grievant is the person who files the written appeal described in 2c.
3. **Filing a Complaint.** Anyone may file a complaint verbally or in writing at the point of care/service location with a Department Director or their designee and expect documentation of their concerns. Any complainant may request assistance for filing a complaint from the Patient Rights Specialist or designee.

**Filing a Privacy Right Complaint.** If you believe your privacy rights have been violated, you may file a written complaint with BAMC's Privacy Officer or with the Department of Health and Human Services. Please see Notice of Privacy Practices for details.
4. The investigation and resolution process should not exceed **30 days for both written and verbal complaints.** If a complaint requires additional time due to extenuating circumstances and the input of all parties involved, a mutually agreeable completion date will be determined.

Written complaints from a complainant or authorized representative receive a written response indicating the steps taken to address the concerns, the name and phone number of the complaint facilitator or mediator, and a completion date.

Verbal complaints from a complainant or authorized representative are responded to in a variety of ways, including personal interactions, telephone calls, and career management meetings.
5. **Filing a Grievance.** A grievance may be filed by a complainant who disputes a complaint resolution regarding his/her care or patient rights. A grievance process is considered to be a written appeal filed within **30 business days** of receiving a complaint resolution that is not satisfactory. Any grievant who cannot submit a written grievance may request assistance from the Patient Rights Specialist.

Grievances cannot be filed for obtaining compensation for malpractice; a timely notice of claim should be filed instead. Notices of Claim are referred to the Risk Management Department for review.

10. For patients asked by Bay Area Medical Center to participate in a research project: All patients asked to participate in a research project will be given a description of expected benefits, discomforts, and risks of participating. These patients will also be given a full explanation of the procedures that will be followed. If alternative services are available, these patients will also be given a description of these services. All patients asked to participate will be told that refusal to participate will not compromise their access to services. Consent forms will be signed by the person(s) providing information to the patient.
11. Every patient shall have the opportunity to participate to the fullest extent possible in planning for his or her care and treatment. Except in emergencies when the patient lacks decision-making capacity and the need for treatment is urgent, the patient is entitled to the opportunity to discuss and request information related to the specific procedures and/or treatments, risks involved, possible length of recuperation, and medically reasonable alternatives and accompanying risks and benefits.
12. Patients can expect information about pain and pain relief measures, as well as health professionals who will respond quickly to reports of pain and who will believe the patient's self-assessment of pain.
13. Any patient may refuse treatment to the extent permitted by law and shall be informed of the medical consequences of the refusal, other appropriate care and services that the hospital provides, (the option of transfer to another facility or referral to another clinic.
14. Every patient will be asked if they have an Advance Directive. If the patient doesn't have an Advance Directive but would like further information, this will be provided.
15. The patient or the patient's legally authorized representative shall give prior informed consent for the patient's participation in any form of experimental treatment, drugs or involvement in research projects. A patient who declines to participate in research or experimentation is entitled to the most effective care that the hospital can otherwise provide.
16. Every patient has the right to emergency care and will receive treatment within the medical and legal capabilities of the hospital. The hospital will provide evaluation, service and/or referral as indicated by the urgency of the case or when requested by the patient. The patient may not be transferred to another facility without being given a full explanation for the transfer including the need for risks, benefits, and alternatives to such a transfer, without provisions being made for continuing care and without acceptance by the receiving institution.
17. Every patient shall be permitted to examine his or her hospital bill and receive an explanation of the bill regardless of source of payment and every patient shall receive, upon request, information relating to financial assistance available through the hospital.
18. Patients have the right to be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
19. Patients who are being treated for mental illness, a developmental disability, alcohol abuse or drug abuse have additional rights guaranteed by law. Please ask for separate brochure if not provided.

20. Patients have the right to a "safe" treatment setting and to be free of abuse or harassment.
  21. The following are the patient privacy rights:
    - a. Patients have the right to receive a written notice of BAMC's privacy practices. The notice explains BAMC's duties, with respect to protected health information, the uses and disclosures it may make or be required to make and the individual's rights.
    - b. Patients have the right to request restrictions on certain uses or disclosures of protected health information for treatment, payment, or healthcare operations.
    - c. Patients have the right to receive protected health information by alternative means or at alternative location to protect confidentiality.
    - d. Patients have the right to inspect and obtain a copy of their protected health information.
    - e. Patients have the right to request an amendment/correction of their protected health information held by BAMC.
    - f. Patients have the right to an accounting of certain disclosures of their protected health information.
    - g. If you believe your privacy rights have been violated, you may file a complaint (see page 5). You will not be penalized for filing a complaint.
  22. All of the rights pertain to parents of a minor child and/or legal guardian of a patient of any age.
  23. Any patient can complain without fear of reprisals and shall be informed in writing, at the time of registration, about the hospital's policies and procedures for initiation, review, and resolution of patient complaints.
4. Once you and your physician have agreed on the course of your treatment, it is important for you to follow the prescribed plan. If you have concerns after initiating treatment, communicate those concerns to the physician who prescribed the course of treatment before stopping treatment.
  5. Ask questions regarding qualifications of the hospital staff, available equipment and services offered by our hospital.
  6. Ask questions about your treatment and the drugs being used. Read available literature and discuss with your physicians.
  7. At any point during your medical care, you may ask questions in regard to your continuity of care and/or discharge planning.
  8. Be honest and provide accurate information to the hospital staff. Inform the staff and your physician if you are involved in a research project with another institution.
  9. Inform the hospital staff of any special needs related to disability or care that you may have.
  10. Report any emotional and/or physical changes that you are experiencing to BAMC clinical staff so they can better care for your needs.
  11. Assist the hospital by providing accurate up to date information regarding your health insurance benefits and responsibility.
  12. Patients, their family and friends are expected to be reasonable, courteous and responsible.
  13. These responsibilities also pertain to parents of a minor child and/or guardian of a patient of any age.

## **Patient Responsibilities**

Upon admission or registration, every patient shall be informed of his or her responsibility to comply with hospital rules, cooperate in the patient's own treatment, provide a complete and accurate medical history, be respectful of other patients, staff and property, and provide required information concerning payment of charges.

### **All patients have the responsibility to themselves to:**

1. Ask for clear explanations of treatments, available alternatives, risks involved, side effects and credentials of individuals who may be performing those procedures.
2. Ask your doctor or nurse what to expect regarding pain and pain management. Discuss your pain relief options and help your healthcare providers develop a pain management plan. Ask for pain control when the pain first begins, participate in the assessment and treatment of your pain, and communicate if your pain has not been relieved. Share any concerns you have about pain and taking pain medication.
3. Make sure your decisions regarding your health care are informed decisions. Gather information, ask questions and if you decide to change your mind about your health care, discuss your decision with your physician.

### **For patients who are admitted to the hospital:**

1. Send any personal property not necessary during your hospital stay home with a family member. Write your name on any equipment or clothing you keep at the hospital. Electrical equipment kept for your use while an inpatient must be visually checked by the nurse.
2. BAMC does not allow alcohol or non-prescription drugs on our premises.
3. Be considerate of other patients near you by limiting your designated visitors and maintaining a quiet atmosphere in your room. Observe visiting hours and respect the rights of other patients.
4. For your safety, please do not leave your patient unit without notifying our staff.
5. Your cooperation will help us provide high quality patient care services.
6. Read all informational pamphlets and booklets which are provided at the time of admission and inform staff if any assistance is needed in reading or understanding the information provided.