

**You have the right to speak privately to family, friends, or other chosen representatives.**

While at Hennepin Healthcare, you may speak privately to anyone you choose and enter and leave the hospital as you choose except if to do so would harm your health or safety. The only exception to this is if you have been committed to the hospital under the Minnesota Commitment Act. Writing materials and postage will be available to you, at your expense. You will receive all of your personal mail unopened, unless your doctor has documented that to do so would make your health worse. A telephone will be available for you to make and receive calls privately, unless a doctor has documented that telephone conversations may be harmful to your health.

**You have the right to personal property.**

You may keep your own clothing and possessions in the hospital if space permits, and rights of others are not affected, safety regulations are not violated, and your doctor has not indicated that it is harmful to your health.

**You have the right to refuse to perform services for the hospital.**

You will not be asked to perform any jobs that benefit Hennepin Healthcare while you are in the hospital, unless it is a part of your therapy program with goals written in your medical record.

**You have the right to consult with an advocate or advocacy agency.**

Reasonable access at reasonable times to an advocate or advocacy services is your right. You will be able to speak privately to any representative of your choice.

**For inpatients, emergency patients, observation patients, and same-day surgery patients:**

You have the right to request that information concerning your identity, date of admission, and general condition be kept confidential. Hennepin Healthcare will not be able to transfer calls to you or acknowledge your presence here, even to friends and relatives, if you choose this option.

**You have the right to exercise your rights.**

You may voice grievances and recommend changes to Hennepin Healthcare's staff or any other person or organization of your choice, without restraint,

interference, threats, discrimination, or abuse. Notice of Hennepin Healthcare's grievance procedure, as well as the address and telephone number of the Minnesota Office of Health Facility Complaints, will be posted in locations throughout the hospital.

**You have the right to file a formal written or verbal grievance to Hennepin Healthcare.**

You should have reasonable expectations of care and services. We should address those expectations in a timely, reasonable and consistent manner.

If you feel that your expectations have not been met, you may file a grievance with Hennepin Healthcare by contacting the Patient Representatives Office at (612) 873-8585 or you may go to the Patient Representatives Office located on the second floor of the red building, R2.251.

**INDIVIDUAL RESPONSIBILITIES.**

**Providing information.**

Patients and families, as appropriate, must provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalization, medications, and other matters relating to their health. Patients and their families must report perceived risks in their care and unexpected changes in their condition. They can help the hospital understand their environment by providing feedback about service needs and expectations.

**Asking questions.**

Patients and families, as appropriate, must ask questions when they do not understand their care, treatment, and service or what they are expected to do.

**Following instructions.**

Patients and their families must follow the care, treatment, and service plan developed. They should express any concerns about their ability to follow the proposed care plan or course of care, treatment, and services. The hospital makes every effort to adapt the plan to the specific needs and limitations of the patients. When such adaptations to the care, treatment, and service plan are not recommended, patients and their families are informed of consequences of the care, treatment, and service alternatives and not following the proposed course.

**Accepting consequences.**

Patients and their families are responsible for the outcomes if they do not follow the care, treatment, and service plan.

**Following rules and regulations.**

Patients and their families must follow the hospital's rules and regulations.

**Showing respect and consideration.**

Patients and their families must be considerate of the hospital's staff and property, as well as other patients and their property.

**Meeting financial commitments.**

Patients and their families should promptly meet any financial obligation agreed to with the hospital.

**YOU MAY ALSO CONTACT:**

**Minnesota Office of Health Facility Complaints**

P.O. Box 64970 | St. Paul, MN 55164-0970  
651-201-4201 | 800-369-7994

**Minnesota Board of Medical Practice**

University Park Plaza | 2829 University Ave. SE,  
Suite 500 | Minneapolis., MN 55414-3246  
612-617-2130 | 800-657-3709

**Office of Ombudsman of Older Minnesotans**

P.O. Box 64971 | St. Paul, MN 55164-0971  
651-431-2555 | 800-657-3591

Hennepin Healthcare System (HHS) is accredited through The Joint Commission (TJC). The agency serves to help insure and monitor the quality and safety of patient care. If you do not feel your concerns have been adequately addressed after contacting HHS, please feel free to contact TJC at [www.jointcommission.org](http://www.jointcommission.org) (preferred method) or fax 630-792-5636 or mail Office of Quality and Patient Safety.

The Joint Commission | One Renaissance Boulevard | Oakbrook Terrace, IL 60181

Hennepin Healthcare provides services without regard to race, color, creed, religion, age, sex, disability, marital status, sexual orientation, gender identity, public assistance or national origin.

ATTENTION: If you do not speak English or use American Sign Language, language assistance services, free of charge, are available to you. Call 612-873-5663.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 612-873-5663.

OGEYSIIS: Haddii aad ku hadasho Soomaali, adeegyada kaalmada luqadda, oo lacag la'aan ah, waxaa laga heli karaa in aad soo wacdhoo 612-873-5663.

Donate. [www.hennepinhealthcare.org/foundation](http://www.hennepinhealthcare.org/foundation)

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# Health Care Bill of Rights



[hennepinhealthcare.org](http://hennepinhealthcare.org)

## Health Care Bill of Rights

As a patient, you have rights in health care facilities. The following are your rights as a patient at Hennepin Healthcare. If you are not able to understand these rights or your doctor feels that certain information would be harmful to your health, information will be provided to your family member, guardian, or chosen representative.

### **You have the right to be informed.**

You will be told when you are admitted to Hennepin Healthcare about the Health Care Bill of Rights. These rights protect you during your stay, throughout your treatment, and after you have returned to your home. Hennepin Healthcare staff will provide the information in writing in case you'd like to refer to it later. Every attempt will be made to provide the information to those with communication problems or those who can't speak or read English.

If you request information from Hennepin Healthcare Administration about hospital policy, inspection findings of government health authorities, or further explanation of your patient rights, the information will be made available to you or your representative if doing so does not violate any laws.

### **You have the right to courteous treatment.**

It is your right to be treated with courtesy and respect for your individuality at Hennepin Healthcare or any other health facility.

### **You have the right to appropriate care.**

Appropriate medical and personal care will be provided to you based on your needs. This right is limited to necessary emergency services when public or private funds are not available to pay for your care.

### **You have the right to know your doctor's name.**

You will be given in writing the name, business address, telephone number, and specialty of the doctor responsible for your overall care.

### **You have the right to know about other health services involved in your care.**

If you receive services from a person or agency that is not part of Hennepin Healthcare, you have

the right to know the name of the outside provider, the address, and a description of the services you receive.

### **You have the right to know about your diagnosis and treatment.**

Your doctor will give you complete and up-to-date information about diagnosis, treatment, alternatives, risks, and possible outcomes. This information will be in words that you can understand. A family member, friend, or representative can be present when your doctor provides this information. You also have the right to refuse to hear this information.

If you have breast cancer, you will be fully informed during your hospital stay of all alternative treatments. These include surgery of various types combined with radiation therapy and/or chemotherapy (drug therapy). You will also be told the risks associated with each kind of treatment.

### **You have the right to be involved in planning your care.**

When doctors and other health professionals are planning your care, you have the right to be involved in any decisions that are made. You'll have the chance to talk about treatment and alternatives, request a formal care conference that includes all of your health care team, and include a family member or chosen representative.

If you are unable to communicate when you are admitted to Hennepin Healthcare, efforts will be made to contact a member of your family or a representative chosen in advance by you in writing. That person will be allowed to participate in the planning of your treatment and may take your place in any conference.

Hennepin Healthcare will allow a member of your family to participate in your treatment planning unless it is known or there is reason to believe you have stated in advance or in writing that you do not want a family member involved in your treatment.

Efforts to notify a family member or representative may make it necessary to examine your personal effects, examine your medical records, or ask a family member or your regular physician if you have specified a representative.

If the staff is unable to contact a member of your family or your representative within 24 hours after you are admitted, they will notify the county social service agency or local law enforcement agency. Those agencies will help contact a member of your family or your representative.

### **You have the right to continuity of care.**

As far as scheduling permits, you will be cared for by the staff who know you and are familiar with your needs.

### **You have the right to refuse care.**

You can refuse treatment based on information your doctor provides. If you are unable to understand the consequences of your refusal, or if you are legally judged unable to make decisions about your care, Hennepin Healthcare may treat you without your agreement. The doctor will document in your medical record the exact circumstances that led to your treatment without consent.

### **You have the right to refuse to be involved in experimental research.**

If you are asked to be part of a medical research experiment, you have the right to say no without any consequences to you. This will be documented in your medical record. If you agree to be involved in research, you will be asked to sign a consent form that will tell you the benefits and risks of the treatment.

### **You have the right to be free from maltreatment.**

You will be free from any mental or physical abuse, neglect, or financial exploitation as a patient at Hennepin Healthcare. Abuse is defined by the Vulnerable Adults Protection Act as assault, sexual exploitation, rape, sexual assault, intentional and non-therapeutic pain, injury, or intentional causing of mental or emotional distress.

### **You have the right to be free from seclusion and restraints, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff.**

You have the right to be free of drugs that are not helping your condition or physical restraints that are not needed for your protection. If either of these restraints is needed to protect you or others, Hennepin Healthcare will fully document why it was necessary. Also, these restraints will only be used for a limited time specified by a doctor.

### **You have the right to privacy.**

Respect and privacy in medical and personal care are your right at Hennepin Healthcare. If your health care team needs to discuss your care, consult with other professionals, examine you, or treat your condition, this will be done confidentially and discreetly. Privacy will be respected when you are going to the toilet, being bathed, or having other personal care done except when you need assistance to be safe.

### **You have the right to confidentiality of your patient records.**

Your care is confidential and your consent must be obtained before your records are released to anyone outside of Hennepin Healthcare. This right doesn't apply to complaint investigations by the Department of Health, information needed by third party payers such as Medicare, or other information required by law.

### **You have the right to access information contained in your clinical records within a reasonable time frame.**

You will be allowed to inspect and obtain a copy of health information about yourself that is held by Hennepin Healthcare. Hennepin Healthcare will not withhold information except under limited circumstances.

### **You have the right to know which services are included in your bill.**

Before or during your admission to Hennepin Healthcare, you will be told which services are covered by the hospital's daily room rate and which are available at additional charge. Hennepin Healthcare will make every effort to help you to find out if charges are covered by Medicare or Medical Assistance.

### **You have the right to responsive service.**

Prompt and reasonable answers to your questions will be provided by Hennepin Healthcare staff.

### **You have the right to personal privacy.**

No matter what your race, color, creed, religion, age, sex, disability, marital status, sexual orientation, public assistance, or national origin, you have the right to privacy and respect.