As a patient of AMITA Health, you have a right to:

- Considerate and respectful care at all times, in your preferred communication method
- Reasonable access to care
- Have a support person (as determined by you while following confidentiality rules and regulations) and/or physician notified of your admission
- Participate in decision-making processes related to your plan of care
- Know by name and professional status the attending physician and others involved in authorizing and providing your care, procedures or treatment
- Expect privacy, confidentiality and dignity concerning your medical and/or psychiatric care
- A pain management plan with ongoing assessments and responses to your pain
- Ask your physician for information regarding your illness, the likely course, the plan of care, details about your discharge from the hospital and follow-up care
- Know about alternative methods of treatment, their risks and advantages
- Know if treatment prescribed is experimental in nature and to have informed consent for your participation or to refuse participation in any treatment considered experimental
- Refuse treatment to the extent permitted by law, and to be informed of the medical consequences of such action
- Expect prompt and reasonable responses to your questions and service according to the urgency of your condition
- Protective services
- Obtain information as to any relationship between AMITA Health and other healthcare and/or educational institutions
- Know the nature of the professional relationships between individuals who are treating you
- Voice your concerns about your care, physical environment or any of these rights in accordance with the grievance process
- Formulate Advance Directives (i.e., Living Will, Power of Attorney for Health Care, Do Not Resuscitate) and appoint an agent to make healthcare decisions on your behalf, permitted by law and receive treatment based on your Advance Directives, inclusive of incorporating Physician Orders for Life Sustaining Treatment (POLST) into your care plan
- Have access to your medical records according to AMITA Health policy
- Examine your bill and receive a full explanation of specific charges regardless of the source of payment
- Information about the outcomes of your care including unanticipated outcomes
- Choose or deny visitation rights according to your own personal needs. AMITA Health shall not deny visitation on the basis of race, color, national origin, sexual orientation, gender or disability. All chosen visitors shall enjoy equal visitation rights
- Choose support people that you wish to be involved in your care
- Support services, inclusive of language/communication services of your choice or your companion's choice
- Have access to professionals to assist you with emotional/spiritual care and exercise your cultural values as long as they do not interfere with the well-being of others or planned course of care
- Initiate and participate in the discussion of ethical issues that may arise
- Be informed of AMITA Health rules and regulations as they apply to your conduct.
As our patient, it is your responsibility to:

- Ask questions about specific problems and to request information when you do not understand your illness, treatment or instructions, or when you are unable to follow certain instructions.
- Supply accurate, complete medical information to your physician and others involved in your care, inclusive of past and present medical conditions. This is essential for the provision of essential care.
- Report unexpected changes in your condition to your healthcare providers and physician.
- Report your pain and discuss your pain relief measures with your Healthcare Professionals caring for you along with establishing goals and a plan for pain management.
- Follow your treatment plan and know the consequences of your own actions if you refuse treatment or do not follow the healthcare provider's instructions.
- Be considerate of all hospital associates and other patients and to ensure that your visitors are equally thoughtful.
- Obey all hospital rules.
- Keep appointments and notify the department involved if you must cancel an appointment.
- Provide necessary billing information and make certain that bills are paid as soon as possible.
- Bring referral forms and/or physician approvals necessary to receive treatment.
- Present a copy of a Living Will or Power of Attorney for Health Care documentation to AMITA Health for the Advance Directives and/or Physician Orders for Life Sustaining Treatment (POLST) to be honored.
- Report perceived risks in your care.
- Provide an accurate and current medication list.

Patient Concerns:

To report a concern:

- Contact the nurse manager on your unit or contact the hospital’s patient liaison or administrative office through the hospital operator.
- The Joint Commission at: patientsafetyreport@jointcommission.org or write: Office of Quality Monitoring, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181.
- Illinois Department of Public Health (IDPH) at 1-800-252-4343 or write to: IDPH Central Complaint Department Registry, 525 W. Jefferson, Springfield, IL 62761.
- Centers for Medicare/Medicaid IL Quality Improvement Organization (QIO).
- For services rendered at AMITA Health Alexian Brothers Behavioral Health Hospital Hoffman Estates, patients, families, guardians and surrogates will be notified to contact the following: Guardianship and Advocacy Commission, 9511 Harrison Street Room W300, Des Plaines, IL 60016 1-847-294-4264.

Revised: October 2020