

## research treatment

You have the right to know about research or experimental treatments that your doctor may make available to you. You may also refuse to participate in experimental care.

## hospital policies

You have the right to access information and an explanation about the hospital's policies that affect you and about billing and payment methods. You also have the right to know about resources to help you resolve problems or questions about your care.

## patient responsibilities

### Give correct and full information

- You are responsible for telling those caring for you everything you can about your symptoms, medications, previous illness, etc.
- You are also expected to tell your health care providers about any changes in your condition and whether you understand your plan of care.

### Follow your treatment plan

- You are responsible for following the instructions of your health care professionals and informing them if you will have problems doing so.

### Responsible for your actions

- You are responsible for your own actions if you refuse treatment or don't follow your doctor's instructions. You should also recognize the impact of your lifestyle on your health.

### Advance directives

- You are responsible for making sure the hospital has a copy of your living will and/or durable power of attorney for health care.

### Payment of bills

- You are responsible for providing necessary insurance information for working with the hospital in making arrangements and for payments of your bill if necessary.

### Follow hospital rules

- You should follow all hospital rules and regulations, as they have been made with your safety and well-being in mind.

### Consideration of others

- You are responsible for considering the privacy and rights of others when you have visitors or are using the television, radio or telephone.

Osceola Regional Health Center wishes to promote open communication regarding your hospital experience. We encourage you to all the Administrator at 712-754-2574 to voice any complaints or concerns, or to ask questions. Complaints and concerns will be reviewed and when possible, resolved. Or, you may also contact the following agencies:

Iowa Department of Inspections and Appeals  
Division of Health Facilities  
Lucas State Office Building  
Des Moines, IA 50319-0083  
(515) 281-4115

Iowa Department of Inspections and Appeals  
Division of Investigations  
Medicaid Fraud Control Bureau  
Lucas State Office Building  
Des Moines, IA 50319-0083  
(515) 281-4291

Iowa Department of Elder Affairs  
Iowa Long-Term Care Resident Advocate/Ombudsman  
236 Jewett Building  
914 Grand Avenue  
Des Moines, IA 50309  
(515) 281-5426

Iowa Protection & Advocacy Services, Inc.  
3015 Merle Hay Road  
Des Moines, IA 50310  
(515) 278-2502

Medicare Notice of Beneficiary  
Discharge and Non-Coverage Rights

Livanta  
Medicare's Beneficiary and Family Centered Care Quality  
Improvement Program (BFCC-QIO)  
10820 Guilford Rd Ste 202  
Annapolis Junction, MD 20701-1262  
1-888-755-5580 or TTY 1-888-985-9295



**Osceola**  
REGIONAL HEALTH CENTER  
AN AVERA PARTNER

patient  
rights

## patient needs

**Confidentiality:** All communication and medical records related to your care must be kept confidential, unless reporting is permitted by law.

**Privacy:** All parts of your medical care, examination and treatment will be kept private.

**Security:** All care and treatment will be provided in a safe and secure area. All patients will be free of restraints or seclusion imposed as a means for coercion, discipline, convenience, or retribution by staff.

**Communication and visitation:** You have the right to expect unrestricted access to communication. You have the right to designate visitors of your choosing while you are in the hospital including, but not limited to, a spouse, a domestic partner (including a same-sex partner), another family member, or a friend, and the right to withdraw or deny consent to visitation. You will not be restricted, limited, or otherwise denied visitation privileges on the bases of race, color, national origin, sex, gender identity, sexual orientation, or disability. When it is necessary to restrict visitors, mail, telephone calls or other forms of communication as a component of your care, you can expect to be included in any such decision. You can expect any communications to be given in a language you understand.

## business relationships

You have the right to know about business relationships that may affect your treatment and care. These relationships may be among the hospital, other health care providers or insurers.

## care decisions

You have the right to participate in making decisions about the medical care you receive. Your family may be included in care decisions, if you desire. You have the right to agree or refuse treatment, as permitted by law, and to know the consequences of your decisions. You have the right to consult with a specialist at your request and expense. If you refuse a recommended treatment, you will receive other care as needed.

## advance directives

You have the right to have an advance directive, such as a living will or durable power of attorney for health care. These documents state your wishes about treatment or name someone to decide for you if you are unable to do so. You should give a copy of your advance directives to the hospital and your doctor.

## review your records

You may review your medical records and can expect to have the information explained to you, except when restricted by law. The nurses will inform your physician if you request review your records so that they may be present in case of questions. You may transfer to another facility if your doctor decides you are not able to do so, has explained to you other alternatives to the transfer and the other facility has accepted your transfer.

## care provided

The hospital must make every attempt to provide you with care based on the seriousness of your illness and the hospital's ability to treat you. You can also expect to be told about care alternatives when hospital care is no longer appropriate.

## patient rights

We at Osceola Regional Health Center are dedicated to providing you with the best possible healthcare. As part of this commitment to quality care, we want to make sure you are treated with dignity and respect, and that you are given all the information you need to understand your condition and make decisions about your treatment. These components of care are known as your Patient Rights. In addition, there are some Patient Responsibilities you have which can help us work together to ensure you receive quality care. Please take time to read your Patient Rights and Responsibilities, and then ask any of your health care professionals if you have questions.

## respectful care

All hospital staff should treat you with respect and courtesy. Your race, religion, sex, creed, national origin, diagnosis or ability to pay will not affect the care you receive.

## complete information

Your doctor must give you complete and current information about your diagnosis, treatment and outlook for recovery in words that you can understand. If your doctor feels you should not be given this information directly, it will be shared with an appropriate person who is close to you. You have the right to know the names and roles of the professionals caring for you.