

Patient Rights and Responsibilities



Mary Greeley Medical Center believes each patient deserves care, treatment, and services that safeguard his or her personal dignity and respect his or her cultural, psychosocial, and spiritual values. These values often influence your perceptions and needs. By understanding and respecting these values, Mary Greeley Medical Center can better meet care, treatment, and service needs and preferences. Mary Greeley Medical Center will assist you in exercising your rights and will inform you of any responsibilities you have in exercising these rights. All of the patient rights and responsibilities apply to individuals who may have the responsibility to make decisions regarding medical care on behalf of the patient.

Access, with Compassion and Respect

You have the right:

- To care, treatment, and services within Mary Greeley Medical Center's capability, stated mission, and applicable law and regulation.
- To safe, effective, considerate and respectful care regardless of race, creed, gender, national origin, diagnosis, or source of payment.
- To have your cultural, psycho-social, spiritual, and personal values, beliefs, and preferences respected, including the right to spiritual counseling and pastoral services.
- To effective communication and interpretation, including access to translation services and services to address vision, speech, hearing, language, and cognitive impairment.
- To be free from mental, physical, sexual, and verbal abuse, neglect, and exploitation from staff, students, volunteers, other patients, visitors, or family members.

Our Mission

We provide high quality, cost-effective health care services that advance the health of central Iowans through specialized care and personal touch.





Obtaining Information About Your Treatment and Health Care Team

You have the right:

- To information about your illness, course of treatment, and prospects for recovery, in terms that you can understand, to enable you to make care, treatment, and service decisions. This includes information about treatments or procedures as needed in order to give informed consent or refusal.
- To be informed of any research, investigation, and clinical trials involved in your treatment. You also have the right to refuse participation, or discontinue participation, in any research, investigation, and clinical trials without compromising your access to care, treatment, or services not related to the research.
- You or your surrogate has the right to be informed of outcomes of care, treatment, or services that have been provided, including unanticipated outcomes.
- To know the identity of the physician primarily responsible for your care, as well as the identity and professional status of others providing services to you while a patient at Mary Greeley Medical Center.
- To access, request amendment to, and receive an accounting of disclosure regarding your own health information as permitted under applicable law.
- To have your patient billings from Mary Greeley Medical Center explained to you. If you have any questions, contact a patient account representative before your dismissal by dialing 239-2111. The Business Office is open from 8 a.m. to 4:30 p.m. Monday through Friday. Professional services are billed separately.

Privacy and Confidentiality

You have the right:

- You have the right, within the limits of the law, to personal privacy when receiving care, treatment, and services at Mary Greeley Medical Center, including the right to private telephone conversations.
- To give or withhold informed consent to the organization for purposes of production or use of recordings, films or other images of yourself for purposes other than your own care.
- To confidentiality of your medical and other appropriate information.

Making Decisions About Your Care

You have the right:

- To be involved in decisions and in resolving dilemmas about your care, treatment, and services provided. This includes the right to accept medical care, refuse treatment, withdraw life-sustaining treatment, or withhold resuscitative services in accordance with law and regulation. When the patient is not legally responsible, the surrogate decision maker, as allowed by law, has the right to refuse care, treatment, and services on the patient's behalf.
- You and your designated representative have the right to participate in discussions concerning ethical issues regarding your care.
- You have the right to prepare an advanced directive. An advanced directive is a written instruction, such as a living will and/or durable power of attorney for health care, which is recognized under Iowa law and allows individuals to choose medical care, treatment, and service in advance in case you should become incapacitated. Mary Greeley Medical Center honors advance directives in our inpatient services, Skilled Care, HOMEWARD, and HOMEWARD Hospice.

Comfort and Safety Practices

You have the right:

- To have your pain recognized and addressed in accordance with the care, treatment, and services provided. This includes the right to information regarding pain, pain assessment, pain management methods, side effects, and limitation of these methods, and your participation in pain management decisions.
- To be free from restraints and/or seclusion of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
- To an assessment to determine risks associated with the use of restraints and/or seclusion and consideration of alternative interventions prior to the use of restraints and/or seclusion.
- To an environment that preserves your personal dignity and contributes to a positive self-image.
- To an assurance of reasonable safety and security within Mary Greeley Medical Center, including safety and security of your property.
- To access protective and advocacy services. If needed, ask your caregiver for a list of the available resources.



Voicing Concerns

You have the right, without coercion, discrimination, reprisal, or unreasonable interruption of care, treatment, or services, to voice concerns and recommend changes about the care you receive at any time during or after your visit to Mary Greeley Medical Center. These concerns will be reviewed and, when possible, resolved. It is best to report your concern at the time. If you or your representative has a concern, please report it to your caregiver. If it cannot be resolved at that time, it will be reported to the appropriate department director or unit supervisor. The department director or unit supervisor will discuss the concern with you or your representative and will do a thorough investigation. You will be provided a written notification of the outcome of this investigation within 7 calendar days. All grievances will be resolved within 30 days.

If you feel your concern has not been resolved with Mary Greeley Medical Center and you would like to pursue an action outside of the hospital, you have the right to file a complaint with the following:

Iowa Department of Inspections and Appeals
Health Facilities Division/Complaint Unit
Lucas State Office Building
321 East 12th Street
Des Moines, Iowa 50319-0083
Phone number: 877-686-0026

and/or

Office of Quality Monitoring
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, Illinois 60181
Phone number: 800-944-6610
E-mail: complaint@jointcommission.com

Patient Responsibilities

In addition to the preceding rights, you or your family must accept certain responsibilities in order to receive the maximum benefit from your stay at Mary Greeley Medical Center.

You are responsible for:

- Providing, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters related to your health.
- Asking any questions or stating any concerns you may have. If you still do not understand, ask again.
- Reporting to your caregiver any unexpected changes in your condition.
- Reporting to your caregiver any perceived risks in the care you are receiving.
- Participating in the formation of your care, treatment, and service plan, and for following this plan as agreed upon with your health care team.
- Expressing to your health care team any concerns you have about your ability to follow or comply with your care, treatment, and service plan.
- The consequences and outcomes if you do not follow the care, treatment, and service plan.
- Reporting pain, assisting in the assessment of your pain, and communicating to your caregiver the effects of pain management interventions.
- Following Mary Greeley Medical Center's rules and regulations concerning patient care and conduct, including helping to control noise and disturbances and following the tobacco-free policy.
- Not leaving the grounds at Mary Greeley Medical Center. We are responsible for your safety and require that you stay on the property while a patient at the medical center. If you wish to leave the unit or department while you are a patient, physician and/or nurse approval is required.
- Showing respect and consideration for Mary Greeley Medical Center's staff and property, as well as showing respect and consideration for other patients and their property.
- Promptly meeting any financial obligations agreed to with Mary Greeley Medical Center.



Specialized care. Personal touch.

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www.mgmc.org