

Patient Rights and Responsibilities

Crawford County Memorial Hospital is committed to providing the highest quality health care. Doing this requires a partnership between patient and healthcare providers. As a patient of Crawford County Memorial Hospital, you have rights that our staff works to protect. You also have responsibilities – and understanding them will help you make decisions about your care that are best for you.



CRAWFORD COUNTY
MEMORIAL HOSPITAL

100 Medical Parkway • Denison IA 51442 • 712.265.2500 • www.ccmhia.com

EACH PATIENT HAS THE RIGHT TO...

Be informed of his/her patient rights prior to receiving care and treatment, or discontinuing care whenever possible

Each patient has the right to be informed of all rights, rules and regulations governing his/her conduct and responsibilities as a patient of Crawford County Memorial Hospital and CCMH Medical Clinic.

Participate in decisions about his/her care

Crawford County Memorial Hospital values the partnership between patients and their healthcare providers. We encourage patients to take an active role in their medical care and treatment. Therefore, each patient has the right...

- To participate in the development and implementation of his/her plan of care.
- To refuse treatment to the extent permitted by law and to be informed of the medical consequences of his/her decision.
- To make informed decisions regarding his/her care.
- To be informed of his/her health status.
- To be involved in care planning and treatment.
- To choose his/her healthcare provider.
- To decide whether or not to participate in experimental research.
- To have an advance directive and have healthcare providers honor it.
- To delegate decision making to a specific person(s).
- To have information about care and treatment in a language that the patient is able to understand.
- To explanation of clinical guidelines and/or protocols related to his/her disease.
- To explanation of probable outcomes of treatment.

Privacy and security

Crawford County Memorial Hospital will strive to respect patient privacy by providing private and comfortable surroundings for examinations and discussions with physicians and healthcare staff. The patient has the right to privacy and security with personal, written, telephone, and electronic communications.

Receive considerate and respectful care in a safe setting

Each patient has the right...

- To be treated with dignity and respect; free from all forms of abuse or harassment. Patient care will not be biased by race, religion, sex, age, financial status, source of payment, or type of illness.
- To know the names and duties of everyone involved in his/her care. The patient has the right to ask staff to introduce themselves and explain their role in patient care.
- To patient care centered on individual needs. Personal values, beliefs, and culture will be respected.

Be free from physical, chemical and mental restraints

Each patient has the right to be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience or retaliation by staff. Restraint or seclusion may not be used unless the patient's medical condition warrants such use and other less restrictive interventions have been deemed ineffective.

Confidentiality of all personal, medical and financial information

Each patient has the right...

- To confidential handling of medical, personal, and financial records.
- To confidentiality of his/her medical record. The document is only accessible to healthcare staff involved in treatment, payment and healthcare operations.
- To have medical information released ONLY by patient's prior consent EXCEPT as required by law or under third party contracts OR in the case of transfer to another health care provider for purposes of continuity of care.
- To access information in his/her medical record, except when restricted by law, within a reasonable time frame without the hospital frustrating the patient's efforts to gain such access.

Have concerns about the quality of care heard and resolved in a timely manner and to be informed of the appeals process

Each patient has the right to be informed of the method for filing complaints about the quality of care or violation of patient rights and to be provided with a written notice of the hospital or clinic's decision regarding the resolution of that complaint.

Have a family member and personal physician promptly notified of his/her admission

At the time of admission to the hospital, the patient will be asked if he/she wishes to have a family member and/or personal physician notified. Information to make those contacts will be obtained at that time.

The patient also has the right...

- To know continuing care requirements.
- To not be transferred to another facility/service without explanation of the need for transfer.
- To be informed of the charge for services and the extent to which payment by third party payors can be expected.
- To be informed of services, practitioners, and healthcare providers available to you.
- To know the name and address of state and county agencies to contact for additional information or assistance.
- To be informed of his/her visitation rights, including any clinical restriction or limitation of such rights in advance of furnishing patient care whenever possible.
 - The patient has the right, subject to his or her consent, to receive visitors whom he or she designates, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend. The patient has the right to withdraw or deny such consent at any time.
 - Visitors are not restricted, limited, or otherwise denied visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. All visitors designated by the patient will enjoy full and equal visitation privileges consistent with the patient preferences. The patient has the right to withdraw his or her consent regarding visitation rights at any time.

Patient rights also apply to minors or those who are incapable of exercising their own rights, with parents, guardians, or legal representatives assuming responsibility.

EACH PATIENT HAS THE RESPONSIBILITY TO...

Respect the privacy of other patients

We ask that you respect the privacy of other patients as you would want them to respect yours.

Make informed decisions

The patient has the responsibility to make informed decisions. If you do not understand the explanation of your medical problem, procedure, or treatment plan, you should ask for more information so that you are able to make the best choices for your individual needs. During your stay as a patient, you will be asked to sign consent forms and documents related to your medical care. If you do not understand these documents that you are being asked to sign, you should ask to have them explained in a way that is understandable to you.

Participate in planning and carrying out plans for care

You must provide accurate information to help diagnose your condition. You are responsible for your actions if you refuse treatment or choose not to follow appropriate instructions.

Be honest in providing information

You must provide accurate information about your health history, medications, treatments, insurance, and financial matters.

Report unexpected changes in condition or treatment

You are responsible to report unexpected changes in your health condition or treatment to your doctor or other healthcare provider.

Know medications by name and purpose

You must provide accurate information about the medications you are taking.

Provide A Copy Of An Advance Directive

You must provide the hospital with a copy of an advance directive if you have one.

Keep appointments for follow-up medical care

It is your responsibility to keep follow-up appointments. If you must cancel, you should give adequate notice.

EACH PATIENT HAS THE RESPONSIBILITY TO...

Provide information about complaints and care concerns

Information may be directed to the Director of Nurses or Quality Improvement Manager.

Follow policies that may affect care and conduct

Our patients' welfare is our highest priority. We ask that patients follow appropriate policies so as not to interfere with the delivery of patient care.

Fulfill financial responsibilities

It is your responsibility to give necessary and accurate insurance and financial information and to fulfill financial responsibilities. We will submit a bill to your insurance company. If they do not pay as you feel they should, it is your responsibility to follow-up with the company.

INFORMATION FOR ADDITIONAL QUESTIONS/CONCERNS

For questions and concerns about the quality of your care at Crawford County Memorial Hospital, please call the hospital at (712) 265-2500 or toll free at (888) 747-0852 and ask for the Chief Nursing Officer or the Chief Quality Officer

Or, if you prefer, you may write or call the:

Iowa Department of Inspection, Appeals, & Licensing
Health Facilities Division
6200 Park Avenue, Suite 100
Des Moines, IA 50321
(515) 281-3425
Hours of Operation: Monday – Friday: 8:00 am - 4:30 pm

If you are a Medicare client, you may also contact the Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) with questions or comments.

Commence Health
(888) 755-5580
TTY: Dial 711
Hours of Operation: Monday – Friday: 9:00am – 5:00pm, Saturday/Sunday and Holidays 10:00am – 4:00pm
24-hour voicemail service is available
Fax: (855) 694-2929



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