

Patient Relations

Patient Rights & Patient Responsibilities

Altru Health System wishes to promote open communication regarding your visit. If at any time during your visit you have an unresolved concern or complaint, please contact the nurse manager or charge nurse on your unit.

You may also contact our patient representatives at 701.780.1909 or 701.780.6430 during business hours. After hours and on weekends you may call the switchboard at 701.780.5000.

Altru Health System will investigate and resolve each patient's complaint/grievance within a reasonable time frame.

You have the right to contact the following agencies regarding complaint/grievances or to file an appeal.

North Dakota Department of Health
600 East Boulevard Avenue
Bismarck, ND 58505-0200
701.328.2352

KEPRO
Rock Run Center
5700 Lombardo Center, Suite 100
Seven Hills, Ohio 44131
844.430.9504

Minnesota Department of Health
Office of Health Facility/Complaint
P.O. Box 64970
St. Paul, MN 55164-0970
651.201.4201 or 800.369.7994

The Joint Commission

At www.jointcommission.org using the "Report a Patient Safety Event" link.

By fax to 630.792.5636

By mail to Office of Quality and Patient Safety, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181

Patient Rights

As a patient, I have the right:

- » To be informed of my health status.
- » To participate in the development and implementation of my plan of care.
- » To care that maintains my personal dignity, respects cultural, psychosocial and spiritual values as able.
- » To know which physicians, nurses, and staff members are responsible for my care and to talk openly with them.
- » To hear from my physician, IN A LANGUAGE I UNDERSTAND regarding, my diagnosis, treatment options available including the management of pain, expected outcomes, and any instructions required for follow-up care.
- » To have a family member or representative of my choice and my own physician notified promptly of my new admission to the hospital.
- » To know the reason and risk of any test prescribed for me.
- » To have information explained to my satisfaction.
- » To refuse to sign a consent and I understand that I can cross out any part of the consent that I do not want applied to my care.
- » To change my mind about any procedure for which I have given my consent.
- » To refuse treatment or request medically necessary or appropriate treatment and be informed of the medical consequences of this action.
- » To limit those persons who visit me.
- » To expect my personal privacy to be respected to the fullest extent consistent with the care prescribed for me.
- » To expect all communications and other records pertaining to my care, including source of payment, to be kept confidential except as otherwise provided by law or third party payment contract.
- » To request a consultation or second opinion from another physician regarding treatment, including pain management.
- » To access information contained in my record. The healthcare system will not create barriers to receive my medical records and will actively seek to meet these requests as quickly as its record keeping system permits.
- » To change physicians and/or hospitals.
- » To examine my bill and to receive an explanation of it.
- » To refuse to participate in medical training programs and research projects and/or medical education programs (e.g. resident physicians, nursing students, etc).
- » To be informed of Altru Health System's policies and regulations which apply to me as a patient.
- » To express complaint/grievance regarding the quality of care I receive and a right to a response that substantially addresses my concern/complaint.
- » To submit a complaint/grievance which would not result in retaliation or barriers to services.
- » To be free from restraints used in the provision of medical and surgical care unless clinically necessary.

- » To be free from seclusion and restraints used in behavioral management unless clinically necessary.
- » To access protective and advocacy services.
- » To be free from mental, physical, sexual and verbal abuse, neglect, exploitation, and harassment.
- » To feel safe and secure within the facility.
- » To formulate a healthcare directive, and have staff comply with this directive.
- » To know that Altru Health System will honor Healthcare /Advance Directive from other states if they comply with Altru Health System policy and state law.
- » To be informed if a Healthcare/Advance Directive cannot be honored.
- » To have a family member, friend, or other individual to be present with me for emotional support during the course of stay.
- » To access healthcare free of discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, or source of payment.

Patient Responsibilities

- » Provide information that facilitates their care, treatment, and services.
- » Ask questions or acknowledge when he or she does not understand the treatment course or care decision.
- » Follow instructions, policies, rules, and regulations in place to support quality care for patients and a safe environment for all individuals in the hospital.
- » Support mutual consideration and respect by maintaining civil language and conduct in interactions with staff and licensed independent practitioners.
- » Be considerate of the privacy/rights of other patients and personnel and to assist in the control of noise and the number of visitors I receive.
- » Provide the name of the contact person to whom information may be released.
- » Meet financial commitments.
- » Be honest and direct about information related to me as a patient.
- » Inform my nurse and family if I am receiving too many visitors.
- » Advise my nurse, physician, or unit manager of any concern I may have in regard to my care at the hospital.
- » To be responsible for my valuables/belongings by sending them home with family/friends when possible. Altru Health System is not responsible for cash, jewelry, electronics and valuables.