

# Patient Rights AND Responsibilities

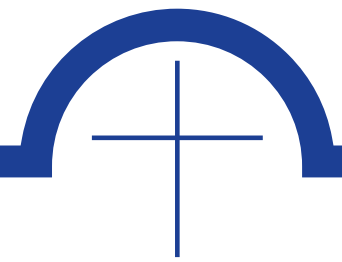


*"Let all be received as Christ."*



**St. Alexius  
PrimeCare**  
st.alexius.org

St. Alexius Medical Center is committed to a mission of healing and hospitality. This commitment is evidenced through the care provided in accordance with the following patient rights:



## Patient Rights

- Right to considerate and respectful care. Race, age, ethnicity, culture, religion, language, ability to pay, sex, gender identity or expression, sexual orientation or any disability will not affect the care you receive. Your values and beliefs will be honored.
- Right to receive visitors or support person you designate without bias of race, color, sex, sexual orientation, gender or disability. All designated visitors will enjoy full and equal visitation privileges.  
**Please let your care giver know if you have specific requests or restrictions on visitation.**
- Right to withdraw visitation consent at any time.
- Right to be informed of any reasonable or necessary visitation restrictions during your hospitalization.
- Right to obtain from your physician complete and current information concerning your diagnoses, treatment and prognosis in terms you can understand. The right to know by name, the physician responsible for coordinating your care.
- Right to be advised and refuse if the hospital proposes to engage in or perform human experimentation or other research projects affecting your care or treatment.
- Right to examine and receive an explanation of your bill.
- Right to know what hospital rules and regulations apply to you as a patient.
- Right to know the hospital's mechanism for review and resolution of patient complaints.
- Right to participate in the consideration of ethical issues that may arise.
- Right to have your pain managed through pain relief measures.
- Right to choose available and appropriate services after discharge or transfer from current level of care.
- Right to review your medical records except when restricted by law.
- Right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of your action.
- Right to every consideration of your privacy concerning your medical care program.
- Right to expect all communications and records pertaining to your care to be treated as confidential.
- Right to request assistance with communications including interpreters, visual impairment aids, assistive devices and equipment. You can expect any communication to be given in a language you understand.
- Right to be free of abuse and harassment and to have information on protective services if you believe you have been abused, neglected or exploited by anyone.
- Right to receive care in a safe, secure and least restrictive environment and be free of restraint and seclusion.
- Right to be involved in decisions about care, treatment and services received at the end of life.
- Right to participate in all decisions about your treatment
- Right to formulate advance healthcare directives and to have them honored. **Ask any of your healthcare professionals if you would like assistance in developing an advance health care directive or would like information on code levels and/or resuscitation.**

### Mission Statement

“Based on the gospel values and our own heritage of healing, the mission of St. Alexius Medical Center is to use our presence as a means of touching and caring for people in a Christ-like manner, and to always exhibit the hospitality as reflected in the Rule of St. Benedict: *“Let all be received as Christ.”*”

## Patient Responsibilities

- You are responsible for providing accurate, complete and current information about present symptoms, medications, previous illnesses, etc.
- You are responsible for participating in decisions about your care plan and for following the treatment, care or service plan recommended to you. You are responsible for your actions if you do not follow the healthcare plan.
- You are responsible for asking questions if you do not understand procedures or plan of care.
- You are responsible for making sure the hospital has a copy of your advance healthcare directive and/or durable power of attorney for healthcare.
- You are responsible for providing necessary insurance information and for working with the hospital to make arrangements for payment of your bill.
- You should follow all hospital rules and regulations, as they have been made with your safety and well being in mind.
- You are responsible for respecting persons and property and for considering the privacy and rights of others when you have visitors or are using the television, radio or telephone. Please keep noise to a minimum.

## Quality of Care Information

If you have any quality of care or safety concerns about St. Alexius Medical Center that you feel have not been adequately addressed, please call Patient Representative at (701) 530-8604. As an accredited facility by The Joint Commission. You may do so in the following manner.

**E-mail:** [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

**Fax:** Office of Quality Monitoring  
(630) 792-5636

**Mail:** Office of Quality Monitoring  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181

*If you have any questions on how to file your complaint, you may contact The Joint Commission at this toll free U.S. telephone number (800) 944-6610, 8:30 a.m. to 5:00 p.m.*



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