

Your Rights and Responsibilities as a Patient

You have certain rights and responsibilities as a patient in a Minnesota hospital. These rights and responsibilities help you take an active role in your health care and promote your well-being and recovery.

Your Rights

You have a right to:

- receive medical and personal care that is:
 - courteous and respectful
 - based upon your specific needs
- know the name of the doctor or other health care provider who is responsible for coordinating your care
- have complete and current information about your treatment so you can make informed decisions; this includes:
 - knowing the diagnosis, treatment, alternatives, risks and most likely results
 - having the information stated in terms and words you understand
 - having a family member or other chosen person present when you talk with your health care provider if you wish
- see a copy of your medical records as allowed by law

Koj Tej Cai thiab Kev Lav Ris thaum ua ib tug Neeg Mob

Koj yeej muaj tej cai thiab kev lav ris thaum ua ib tug neeg mob hauv ib lub tsev kho mob hauv Minnesota. Tej cai thiab kev lav ris no pab koj koom koj txoj kev kho mob thiab ua rau koj haj yam muaj kev noj qab nyob zoo thiab zoo mob zoo nkees.

Koj Tej Cai

Koj muaj cai kom:

- txais tau kev kho mob thiab kev tu ib ce uas:
 - yog kev ua siab zoo thiab saib koj rau nqi
 - ua raws li koj tej kev xav tau
- tau paub koj tus kws kho mob los sis lwm cov neeg uas kuaj koj tus mob lub npe thiab
- tau txhua yam xov xwm uas raws caij hais txog koj txoj kev kho mob xwv kom koj thiaj txiav txim tau zoo; no muaj tej yam li no:
 - paub tus mob zoo li cas, yuav kho mob li cas, muaj dua lwm txoj kev kho mob li cas, tej kev xwm txheej thiab feem ntau yuav mus zoo li cas
 - qhia tej xwm hauv ib yam lus thiab siv cov lus uas koj to taub
 - muaj ib tug ntawm koj tsev neeg los sis lwm tus neeg uas koj tau xaiv cia nyob ntawd thaum uas koj nrog koj tus kws kuaj mob tham yog tias koj xav kom muaj li ntawd
- pom ntaub ntawv luam txog koj cov ntawv kho mob raws li txoj kev lig kev cai hais

(over)

- be cared for with reasonable regularity and continuity of staff (as allowed by facility policy)
- know what services are available at the facility
- quick and reasonable response to your questions and requests
- join in discussions about your care or treatment; this includes:
 - being able to discuss treatments and alternatives
 - being able to attend formal care conferences
 - having a family member or other chosen person with you if you feel more comfortable that way
 - having a family member or other chosen person speak for you if you cannot do so yourself unless you have stated otherwise in writing
- refuse care
- be free from restraints that are not medically necessary and be free from abusive or harassing behavior
- have privacy for medical and personal care; this includes:
 - discussions, exams, treatments medical records (except where a release of records is authorized by law)
 - personal hygiene activities
- have personal privacy with respect to your preferences (such as cultural, social or religious preferences) and for communications with others (such as phone calls or mail)
- have an interpreter provided with no charge

- muaj neeg kho mob saib xyuas koj ntshawv ntshis thiab thaum muaj neeg txaus (raws li cov neeg ua hauj lwm kho mob tej kev cai pub ua)
- paub saib muaj tej kev pab dab tsi nyob ntawm qhov chaw kho mob
- txais lus teb sai thiab ntxaws rau koj cov lus nug thiab kev thov kom tau dab tsi
- tau txoj kev sib koom sib tham txog txoj kev tu los sis kho koj tus mob; no muaj tej yam li no:
 - muaj cai sib tham txog tej kev kho mob thiab muaj dua lwm txoj kev kho mob li cas
 - muaj cai tuaj koom tej kev sib sab laj txog kev kho mob
 - muaj ib tug ntawm koj tsev neeg los sis lwm tus neeg uas koj tau xaiv cia nyob nrog koj yog tias ua li ntawd koj yuav xis nyob dua
 - muaj ib tug ntawm koj tsev neeg los sis lwm tus neeg uas koj tau xaiv cia ua tus neeg sawv koj cev yog tias koj hais lus tsis tau lawm tsuas yog koj twb sau cia hauv ntawv tias koj xav tau dab tsi lawm
- tsis txhob kam tau kev kho mob
- tsis tas raug khi li cas yog tias tsis xav tau tej ntawd vim muaj ib yam mob thiab tsis tas txais kev thum los sis ua tej yam tsis zoo rau yus
- muaj cai tsis qhia luag tej txog kev kho mob thiab kev tu cev; no muaj tej yam li no:
 - kev sib tham, kev kuaj mob, kev kho mob cov ntaub ntawv txog kev kho mob (tsuas yog thaum tso cov ntaub ntawv rau lwm tus raws kev raws cai)
 - thaum tu cev
- muaj sij hawm thaum tsis muaj leej twg saib ntsoov hais txog tej yam uas koj lub siab nyiam (zoo li yus txoj kev lig kev cai, kev sib txuas lus los sis txoj kev teev ntuj) thiab txoj kev tiv tauj rau lwm tus neeg (zoo li thaum hu xov tooj los sis txais tej tsab ntawv)
- muaj ib tug neeg txhais lus pub dawb rau koj

- make a formal grievance and recommend changes in the facility's policies or services without fear of revenge or punishment.

Your Responsibilities

You are responsible for:

- showing respect and consideration for the facility staff and property
- providing accurate and complete information about your health and reporting any changes in it
- asking questions when you do not understand what you have been told about the care being offered to you or what you are being asked to do
- following the care or treatment plan developed with you
- reporting any risks you think are related to your care as well as any unexpected changes in your condition
- accepting the consequences if you don't follow the care or treatment plan
- paying for charges related to your care.

For More Information

This brochure contains only a brief summary of your rights and responsibilities. If you would like more information:

- please see the copy of the Minnesota Patients' Bill of Rights you received or
- contact the Minnesota Department of Health:
 - Office of Health Facility Complaints, P.O. Box 64970, St. Paul, MN 55164-0970
 - 651-201-4201 or 1-800-369-7994.

- qhia ib qho teeb meem dab tsi tawm rau cov thawj kws kho mob thiab thov kom lub tsev kho mob hloov nws tej kev cai los sis tej kev pab es tsis tas ntshai tsam koj yuav raug txim los sis raug tsim txom.

Koj Tej Kev Lav Ris

Koj yuav tau lav ris tej no:

- hwm thiab saib tau cov neeg kuaj mob rau nqi thiab ua zoo rau tej khoom hauv
- qhia txhua nrho xov xwm uas hais txog koj kev noj qab nyob zoo thiab qhia qhov tseeb thiab yuav tau qhia thaum twg tej xov xwm ntawd pauv li cas
- nug tej lus nug thaum twg koj tsis to taub ib yam uas lawv tau qhia koj txog kev kho mob uas lawv muab pub rau koj los sis tsis paub lawv xav kom koj ua li cas
- ua raws li txoj kev kho mob uas koj twb sib koom tes npaj lawm
- qhia txog tej kev xwm txhej ntawm koj txoj kev kho mob thiab kuj yuav tau qhia txog tej kev pauv ntawm koj tus mob
- txais tej yam uas kawj yog tias koj tsis ua raws li txoj kev tu los sis kev kho mob
- them koj tej nqi kho mob.

Yog Tias Xav Tau Xov Xwm Ntxiv

Daim ntawv no tsuas piav me me xwb hais txog koj tej cai thiab tej kev lav ris. Yog tias koj xav tau xov xwm ntxiv:

- cia li saib ib daim ntawv luam txog Minnesota Daim Ntawv uas Qhia Tias Tib Neeg Mob Muaj Cai Li Cas uas koj tau txais lawm los sis
- tiv tauj rau Minnesota Department of Health:
 - Office of Health Facility Complaints P.O. Box 64970 St. Paul, MN 55164-0970
 - 651-201-4201 los sis 1-800-369-7994.

For Concerns About Your Care

Talk with your health care provider if you have any concerns about your care. You can also talk with one of the hospital's patient care liaisons.

If you think that your concerns have not been satisfactorily resolved, you may contact The Joint Commission:

- phone:
1-800-994-6610
- email:
complaint@jointcommission.org
- address:
Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181.

Rau Tej Kev Txhawj Xeeb Txog Txoj Kev Tu Koj

Cia li nrog koj tus kws kho mob tham yog tias koj muaj kev txhawj xeeb txog txoj kev tu koj. Dua li koj kuj tham rau tus neeg sawv cev ntawm kev saib xyuas neeg mob tom tsev kho mob thiab los tau.

Yog tias koj xav tias tseem tsis tau kho koj qhov teeb meem raws li koj lub siab nyiam, ces hu mus rau Qhov Chaw Saib Xyuas cov Tsev Kho Mob:

- xov tooj:
1-800-994-6610
- tsab email:
complaint@jointcommission.org
- chaw nyob:
Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181.