

## 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

## Xuquuqdaada iyo Waajibaadkaaga Bukaani Ahaan

Waxad leedahay xuquuq iyo waajibaad gaar ah marka ad tahay bukaan ku jira cusbitaal ku yaalla Minnesota. Xuquuqdaa iyo waajibaadkaasi waxay kaa gargaari doonaan inad si firfircoon uga qaybgashid daryeelka caafimaadkaaga hormarisidna caafimaadkaaga iyo bogsashadaada.

### Xuquuqdaada

Waxad xaq u leedahay:

- inad heshid daryeel caafimaad iyo mid shakhsi oo ah:
  - mid qadarin iyo ixtiraam leh
  - mid ku salaysan baahidaada gaarka ah
- inad ogaatid magaca dhakhtarka iyo shaqaalaha kale ee caafimaad ee masuulka ka ah daryeelkaaga
- inad heshid war buuxa oo cusub oo ku saabsan daweyntaada si ad u gaadhi kartid go'aamo warhayn ku dhisan; waxa taa ku jira:
  - inad ogaatid cudurka lagaa helay, daweynta, wixii badali kara daweynta, halista ama ciladaha dawada iyo wixii natiijo ka soo bixi kara
  - inad heshid war ku qoran ereyo iyo hadal ad fahmi kartid
  - inu qof qoyskaaga ka tirsan ama qof kaloo ad dooratay kula joogo marka ad la hadlaysid dhakhtarka ama shaqaalaha caafimaadka haddii ad doonaysid

(over)

- see a copy of your medical records as allowed by law
- 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)

- inad aragtid nuqulka ama koobiyada diiwaankaaga ama faylkaaga caafimaadka sida u sharcigu ogol yahay
- in lagu siiyo daryeel joogto ah oo leh shaqaale joogto ah intii caqli-gal ah (hadba sida taasi u waaqafsan tahay xeerka goobta)
- inad ogaatid waxa ay yihiin adeegyada laga heli karo goobta
- in su'aalahaaga iyo codsiyadaada laga bixiyo jawaab dhakhso ah oo caqli-gal ah
- inad ka qaybgashid wada-hadalada ku saabsan daryeelkaaga ama daweyntaada; waxa taa ku jira:
  - inad awoodi kartid inad ka hadashid daweynta iyo wixii badali kara
  - inad awoodi kartid inad ka soo qaybgashid shirarka rasmiga ah ee daryeelka
  - inu qof qoyskaaga ka tirsan ama qofkii kale ee ad dooratay kula joogo haddii ad sidaa ku kalsoon tahay
  - inu qof qoyskaaga ka tirsan ama qofkii kale ee ad dooratay kuu hadlo haddii aanad adigu naftaada u hadli karin haddii aanad si kale ku muujin qoraal
- inad diidid daryeel
- inad ka badbaadid xidhxidhid aan caafimaad ahaan lagama-maarmaan ahayn inad ka badbadid dhaqan xumeyn ama dhibis ah
- inad asturnaan u heshid daryeelka caafimaadka iyo shakhsigaba; waxa taa ku jira;
  - wada-hadalka, baadhitaanada, iyo daweynta diiwaanka ama faylasha caafimaadka (marka laga reebo bixinta diiwaanka ama faylka u soo amray sharcigu)
  - hawlaha sixada shakhsiga
- inad asturnaan u heshid wixii ad gaar u jeceshahay (sida wixii ah dhaqan, bulsho ama diin) iyo isgaadhsiinta dadka ad la yeelanaysid (sida wicitaanada tilfoonka ama waraaqaha boosta)

- have an interpreter provided with no charge
- 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.

- in lagu siiyo turjubaan aan lacagi kaaga bixin.
- inad sameysid cabasho rasmi ah oo aad ku talisid in isbadalo lagu sameeyo xeerarka ama adeegyada goobta adiga oo aan ka biqin aar-goosasho ama aarsi ama ciqaab.

## Waajibaadkaaga

Waxa waajibaadkaagu yahay:

- inad shaqaalaha goobta caafimaadka iyo mulkigaba u muujisid ixtiraam iyo qadarin
- inad bixisid war buuxa oo sax ah oo ku saabsan caafimaadkaaga soona sheegtid wixii isbadal ku dhaca
- inad su'aalo dadka weydiisid haddii aanad fahmin wixii lagaaga sheegay daryeelka lagu soo bandhigay ama waxa lagaa filayo inad samaysid
- inad raacdid daryeelka ama qorshaha daweynta ee la soo saaray adigoo og
- inad soo sheegtid wixii ah halis ee ad u maleynaysid inay la xidhiidhaan daryeelkaaga iyo waliba wixii ah isbadalo aan la filaynin ee ku dhacay xaaladaada
- inad ogalaatid wixii ka yimaada haddii aanad raacin daryeelka ama qorshaha daweynta
- inad bixisid kharashka la xidhiidha daryeelkaaga.

## Wixii war dheeraad ah

Qoraalkan yar waxa ku yaala kaliya koobis gaaban oo ku saabsan xuquuqdaada iyo waajibaadkaaga. Haddii ad doonaysid war dheeraad ah:

- fadlan eeg nuqulka ama koobiga Xeerka Xuquuqda Bukaanka Minnesota ee aad heshay ama
- la soo xidhiidh: Minnesota Department of Health
  - Office of Health Facility complaints P.O. Box 64970 St. Paul, MN 55164-0970
  - 651-201-4201 ama 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](mailto:complaint@jointcommission.org)
- address:  
Office of Quality Monitoring  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181.

## Wixii ah Su'aalo ku Saabsan Daryeelkaaga

La hadal daryeel caafimaad bixiyahaaga haddii aad qabtid su'aalo ku saabsan daryeelkaaga. Waxaad kaloo la hadli kartaa mid ka mid ah xiriiriyayaasha daryeelka bukaanka ee isbitaalka.

Haddii aad u maleynaysid in walaacaaga aan si aad ku qanacday loo xalin, waxa aad la xidhiidhi kartaa Guddida Wada-jirka ah (Joint Commission):

- teleefon:  
1-800-994-6610
- iimayl:  
[complaint@jointcommission.org](mailto:complaint@jointcommission.org)
- adrees:  
Office of Quality Monitoring  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181.