



Patient Responsibilities

To give you the best care possible, we need your help. By assuming the following responsibilities, you can positively contribute to your care.

Patient history

- Provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to your health.
- Report unexpected changes in your condition to the physician or other professionals who are responsible for your care.

Understanding your care

- Honestly indicate whether you clearly understand your medical care plan, and what your role is in that plan.
- Follow the treatment plan recommended by your health care team. This may include following the instructions of nurses and therapists as they implement your physician's orders.
- If you do not understand your care plan, ask your provider or nurse.
- Keep your appointments or call to cancel your appointment when you are unable to do so.

Mutual respect and conduct

- Follow rules and regulations of the medical center regarding patient care and conduct.
- Be considerate of the rights of other patients and medical center personnel.
- Be conscious of how other people would like to be treated. Use civil language and conduct in your interactions with others.

Refusing treatment

- You have the right to refuse treatment, but you are responsible for your actions if you do not accept treatment, or do not follow your physician's instructions.

Financial obligations

- Ensure that the financial obligations for your care are promptly fulfilled, regardless of the type of insurance or other health care coverage you have.
- If you are concerned about financial difficulties, there may be programs that can assist you during this time of need. Please call the medical center to inquire.

Are you satisfied with our services?

We care about how you feel. Please help us improve our services by completing any survey you may receive regarding your care. If you are not satisfied with the services we provide or feel that your rights have not been respected, we encourage you to:

- Ask the person responsible for your care or the supervisor of the area for an explanation.
- Ask to speak to a service representative in Patient Accounts or Customer Service.
- Contact the Minnesota Department of Health, Office of Health Facility Complaints at 1-800-369-7994.
- Contact The Joint Commission Office of Quality and Patient Safety at 1-800-994-6610 or email patientsafetyreport@jointcommission.org.

Your feedback is important to us. If you contact us with a specific concern, we will review, investigate, and provide a written response within seven business days.

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