

Complaints & Grievances

Patients with concerns about their care are encouraged to discuss it with their medical provider. If not resolved, they may contact ThedaCare's Patient Advocate:

Email: patientrelations@thedacare.org

Telephone: 920.454.3044

Mail: 3 Neenah Center, 4th Floor, Neenah, WI 54956.

If concerns are not resolved through ThedaCare, Patients may contact the following entities:

Division of Quality Assurance (DQA), PO Box 2969
Madison, WI 53701-2969. 608.266.8481.

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

<https://www.jointcommission.org/patientsafetytopics>

U.S. Department of Health & Human Services,
Office of Civil Rights

<https://www.hhs.gov/ocr>

Office of the Medicare Ombudsman (OMO)

<https://www.cms.gov>



Patient Rights

All patients have the right to receive considerate, respectful, compassionate, and competent care in a safe setting regardless of their age, race, color, national origin, religion, sex, sexual orientation, gender identity, disability, marital status, military service, arrest or conviction record, or source of payment.



Patient Responsibilities

Patients are responsible for providing correct and complete information about their health and past medical history.

Patients are responsible for reporting changes in their general health condition, symptoms, or allergies to the responsible caregiver.

Patients are responsible for communicating if they do not understand the planned treatment or their part in the plan.

Patients are responsible for following the recommended treatment plan they have agreed to, including instruction from nurses and other health personnel.

Patients are responsible for what happens if they refuse the planned treatment.

Patients are responsible for keeping appointments.

Patients are responsible for treating others with respect.

Patients are responsible for following facility rules (e.g., no smoking, reasonable noise levels, number of visitors).

Patients are responsible for paying for their care.

Patients are responsible for respecting the property and rights of others.

Patients are responsible for behaving in a non-discriminatory manner with all caregivers regardless of their age, race, color, national origin, religion, sex, sexual orientation, gender identity, or disability.

Transform Your Health



Patients have the right to:

- Be informed of their rights at the earliest possible time in the course of their treatment.
- Respectful, competent care.
- Know the names and roles of their caregivers.
- Be given information in a manner that they can understand. A patient who does not speak English, or is hearing or speech impaired, has the right to an interpreter.
- Privacy with respect to their medical condition. A patient's care and treatment will only be discussed with those who need to know.
- Have emergency procedures done without unnecessary delay.
- Be transferred to another facility only after care and arrangements have been made and the patient has been given complete information about the hospital's obligations under the law.
- Make informed decisions regarding their care and the right to include family members or legal representatives in those decisions.
- Information from their doctor in order to make informed decisions about their care. This means that patients will be given information about their diagnosis, prognosis, and different treatment choices. This information will be given in terms that the patient can understand. Note: This may not be possible in an emergency.
- Refuse any drugs, treatment, or procedures to the extent permitted by law after hearing the medical consequences of refusing the drug, treatment, or procedure.
- Have help getting another doctor's opinion at their request and expense.
- Good quality care and high professional standards that are continually maintained and reviewed.
- Know what facility rules and regulations apply to their conduct as a patient.
- Personal privacy and to receive care in a safe and secure setting.
- Appropriate pain management.
- Be free from all forms of abuse or harassment.
- Be free from the use of seclusion and restraint, unless medically authorized by the physician. Restraints and seclusion will be used only as a last resort and in the least restrictive manner possible to protect the patient or others from harm and will be removed or ended at the earliest possible time.
- Designate visitors who will receive the same visitation privileges as the patient's immediate family members, regardless of whether the visitors are legally related to the patient.
- Pastoral care and other spiritual services.
- Be involved in resolving dilemmas about care decisions.
- Have complaints about care resolved.
- Be free from needless duplication of medical and nursing procedures.
- Treatment that avoids unnecessary discomfort.
- Not be awakened by staff unless it is medically necessary.
- Help in planning for their discharge so that they will know about continuing health care needs after discharge and how to meet them.
- Access people or agencies to act on the patient's behalf or to protect their rights under law. A patient has the right to have protective services contacted when they or the patient's family members are concerned about safety.

Medicare

- A Medicare patient has the right to appeal decisions about their care to a local Medicare Review Board. ThedaCare will provide the name, address, and phone number of the local Medicare Review Board and information about filing an appeal.

Research

- A patient given the option to participate in research studies has the right to complete information and may refuse to participate in the program. A patient who chooses to participate has the right to stop at any time. Any refusal to participate in a research program will not affect the patient's access to care.

Medical Records

- A patient has the right to have their medical records treated as confidential and read only by people with a need to know. Information about a patient will be released only with their permission or as required by law.
- A patient has the right to request amendments to and obtain information on disclosures of their health information, in accordance with law and regulation.

- Upon request, a patient has the right to access all information contained in the patient's medical records within a reasonable timeframe. This access may be restricted by the patient's doctor for sound medical reasons only. A patient has the right to have information in the medical record explained to them.

Billing

- A copy of their medical bills. A patient also has the right to have the medical bills explained to them and question if they have been wrongly billed.
- Request help in finding ways to pay their medical bills.
- Be protected from surprise or balance billing related to emergency care or out of-network providers.

Children & Adolescents

- The legal guardian of a child or adolescent patient has the right and responsibility to be involved in decisions about the care of the child. A child or adolescent has the right to have their wishes considered in the decision-making as limited by law.
- A child or adolescent patient has the right to expect that care and the physical environment will be appropriate to their age, size, and needs.
- Minors receiving mental health, reproductive health, or substance abuse treatment services may have additional rights.