

Patient Bill of Rights

You have the right to all of the following:

Personal Rights

- Be cared for in a safe and clean environment by competent healthcare professionals;
- Be free from chemical and physical restraints and involuntary seclusion unless medically necessary;
- Be free from abuse, neglect, and harassment. This includes physical, mental, emotional or financial abuse;
- Have staff make fair and reasonable decisions about your treatment and care;
- Participate in religious services and social, recreational, and community activities to the extent possible;
- Be paid, with some exceptions, for any work you do;
- Make your own decisions about things like getting married, voting and writing a will, if you are over the age of 18 and have not been found legally incompetent;
- Be given the chance to exercise and go outside for fresh air regularly and frequently, except for health and safety concerns;
- Receive treatment in a safe, psychologically, and physically humane environment;
- Be treated with dignity. We will respect your cultural and personal values, beliefs, and preferences;

- Not have your care affected by your race, creed, color, national origin, ancestry, religion, sex, sexual orientation, marital status, age, illness, handicap or ability to pay; and
- Contact the family member or representative and your personal physician to notify them of your admission, or have a staff member do so on your behalf. You may refuse to have others contacted.

Treatment Rights

- Staff involved in your care will introduce themselves to you and explain what they are going to do;
- You must be provided prompt and adequate treatment, rehabilitation and educational services appropriate to you;
- You must be allowed to participate in the planning of your treatment and care;
- You must be informed of your treatment and care, including alternative to and possible side effects and/or risks of treatment or medications;
- You have the right to refuse treatment or medication unless it is needed in an emergency to prevent serious physical harm to you or others, or a court orders that. If you have a guardian however, your guardian may consent to treatment and medications on your behalf.
- You may not be given unnecessary or excessive medication;
- You have the right to leave against physicians order unless under a legal hold;

- You may not be subject to electroconvulsive therapy or any drastic treatment measures such as psychosurgery or experimental research without your written informed consent;
- You must be informed, in writing, of any cause of your care and treatment for which you or your relatives may have to pay;
- You must be treated in the least restrictive manner and setting necessary to achieve the purposes of admission to the program, within the limits of available funding; and
- You have the right to formulate Advanced Directives.

Communication and Privacy Rights

- You may call or write to public officials or your attorney;
- You may not be filmed taped or photographed unless you agree to it;
- You may send and receive private mail;
- You may use the telephone when you wish;
- You may see visitors and designate who may visit;
- You must be provided privacy when you are in the bathroom and receiving care for personal needs;
- You may use and wear your own personal articles and clothing,
- Your treatment information is kept confidential unless the law permits disclosure;
- Your records may not be released without your consent, unless the law specifically allows for; and

- You may ask to see your records.

Patient Responsibilities

The care you receive depends partially on you. Therefore, in addition to these rights, a patient has certain responsibilities as well. These responsibilities are presented in the spirit of mutual trust and respect

The patient is responsible:

- To provide accurate and complete information concerning his or her present complaints, past illnesses, hospitalizations, medications, and other matters relating to his or her health.
- For reporting perceived risks in his or her care and unexpected changes in his or her condition to the responsible practitioner.
- For following the treatment plan established by his or her physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.
- For keeping appointments and for notifying the caregiver or physician when he or she is unable to do so.
- For his or her actions should he or she refuse treatment or not follow his or her physician's orders.

- For ensuring that the financial obligations of his or her care are fulfilled as promptly as possible.
- For following the organization's policies and procedures.
- For being considerate of the rates of other patients/clients and staff.
- For being respectful of his or her personal property and that of other persons.

The patient and family are responsible:

- For asking questions about the patient's condition, treatments, procedures, lab and other diagnostic test results.
- For asking questions when they do not understand what they have been told about the patient's care or what they are expected to do.
- For immediately reporting any concerns or errors that they may observe.

You have the right to address any concerns, complaints, file a grievance or learn more about the grievance procedure used by The Caring Tree. Please contact the Clinical Supervisor/Compliance Officer Trena 715-301-0667.

You may also choose to communicate your concerns directly to the state of Wisconsin Department of Health Services, Office Of Caregiver Quality, PO Box 2969, Madison, WI 53701-2969, or call 608-264-9888.

Patient's Bill of Rights and Responsibilities



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