



An Affiliate of  UnityPoint Health

Patient Rights

Lucas County Health Center's mission is to promote and enrich the health and well-being of those we serve. As a patient at Lucas County Health Center, you will have access to treatment regardless of race, creed, sex, national origin, diagnosis, or source of payment for care. As a patient, you have the rights and responsibilities that are outlined below. Patient rights are supported by the Board of Trustees, Medical Staff, and all Lucas County Health Center staff. These patient rights are:

Health Care: Patients have the right to quality care and treatment consistent with available resources and generally accepted standards. The patient has the right to participate in planning medical treatment including the right to refuse treatment to the extent permitted by law and government regulation and to be informed of the consequences of his/her actions. Patients have the right to consult with a specialist at the patient's request and expense.

Respectful treatment: Patients have the right to considerate and respectful care, with recognition of personal dignity and consideration of the psychological, spiritual, and cultural variables which influence his/her perceptions of illness.

Privacy: Patients have the right to privacy during the provision of treatment within the law.

Confidentiality: Patients have the right to expect all communications and records pertaining to his/her health care to be treated as confidential.

Identify: Patients have the right to know, at all times, the professional status and credentials of health care personnel, as well as the name of the health care provider primarily responsible for his/her care.

Explanation of Care: Patients have the right to an explanation concerning their diagnosis, treatment procedures, and prognosis of illness, in terms the patient can understand.

Explanation of Patient Billing: Patients have the right to an explanation concerning the services received and the billing of those services.

Informed Consent: Patients have the right to be advised in non-medical terms on information needed in order to make knowledgeable decisions for consent or refusal of treatment. Such information should include significant complications, risks, benefits, and alternative treatments available.

Safe and Secure Environment: Patients have the right to care and treatment in a safe and secure environment.

Rules and regulations: Patients have the right to be informed of the facility's rules and regulations relating to patient and visitor conduct. The patient should also be informed about smoking rules and that compliance with those rules is expected from all individuals.

Resolution of Complaints: Patients have the right to information about the hospital's policies and procedures for the initiation, review, and resolution of patient complaints.

Communication: Patients have the right to timely and informative communication regarding all health care matters. Additionally, full explanations of why, in the unlikely event, restricting communication is deemed therapeutically beneficial.

Ministry and Pastoral Care: Patients have the right to information about the ministry and pastoral care that is available during hospitalization.

Advanced Directives: Patients have the right to formulate advance directives, such as a Living Will or Durable Power of Attorney for Health Care, and the right to appoint a surrogate to make health care decisions and receive confidential information on your behalf to the extent permitted by law. Patients will receive information about Advance Directives during the admission process to the hospital.

Patient Responsibilities

Providing quality health care is a complex task, which requires close cooperation between patients and health facility personnel. Patients can take responsibility for their care by helping the medical team give the best possible care. These patient responsibilities are:

Providing Information: The patient has the responsibility to provide, to the best of their knowledge, accurate and complete information about complaints, past illnesses, hospitalizations, medications and other matters related to their health. A patient has the responsibility to let his/her health care provider know where he/she understands the treatment and what is expected of him/her.

Respect and Consideration: The patient has the responsibility for being considerate of the rights of other patients and health care personnel and for assisting in the control of noise and the number of visitors, The patient is responsibility for being respectful of the property of other people and Lucas County Health Center.

Compliance with Medical Care: The patient has the responsibility for complying with the medical and nursing treatment plan, including follow-up care recommended by health care providers. This includes keeping appointments and notifying the health care provider when appointments cannot be kept.

Insurance Information: The patient has the responsibility for providing the hospital with necessary information regarding coverage of hospital charges.

Further concerns, questions, or problems may be reported to the LCHC patient care representative at 641-774-3324.