

**Brodstone Healthcare**  
**520 East 10<sup>th</sup>, Superior NE**  
**68978 402-879-32181**

**PATIENT RIGHTS & RESPONSIBILITIES**

**You have the right to:**

- Respectful care for individual, family, cultural and spiritual needs provided by confident professionals in an environment that is safe and healthful.
- Information about your care and treatment options in terms that make sense to you.
- Participate in decisions involving your health care, including the right to accept or refuse any treatment, to be informed of the medical consequences of your decision.
- Privacy, including the right to have your medical information kept confidential.
- Visits and private communication with the people you choose and the right to send and receive personal mail.
- Access to your medical records and receive an explanation unless restricted by law.
- Know the physician in charge of your care and the names and professional roles of all others (including students) who provide care.
- Be informed of risks and benefits of care and expect that the hospital will provide necessary health services to the best of its capability or facilitate referral or transfer.
- Make advance directives – a Rights of the Terminally Ill Declaration (living will) and a Durable Power of Attorney for Health Care – that state your treatment choices if you can't speak for yourself.
- Know the financial implications of your treatment choices and to have your bill and available payment methods explained.
- Know if the Brodstone Healthcare has relationships with outside parties that may affect your treatment.
- Receive continuity of care and information on options for care when Brodstone Healthcare care is no longer appropriate.
- Receive treatment that includes prevention or acceptable relief of pain.
- Freedom from all forms of abuse and harassment.
- Right to be free from the use of seclusion or restraint, of any form, as a means of coercion, discipline, convenience or retaliation by staff.
- Have a family member or representative of your choice and your physician notified promptly of your admission to the hospital.

- If you have an emergency medical condition or are in labor, you have the right to receive, within the capabilities of Brodstone Healthcare staff and facilities, an appropriate medical screening examination, necessary stabilizing treatment (for self or for an unborn child) and if necessary, an appropriate transfer to another facility even if you cannot pay or do not have medical insurance or you are not entitled to Medicare or Medicaid.
- As a patient at Brodstone Healthcare you have the right to voice a complaint and file grievances without discrimination or reprisal and have those complaints and grievances addressed. Please feel free to call the hospital and ask to speak to the Risk Manager or CEO anytime during the day. (402) 879-3281. After hours, ask for extension 5277 and leave a confidential message.

**Along with rights go responsibilities.**

**Your responsibilities include:**

- Providing accurate and complete information about current illnesses, any pain or discomfort, past complaints, hospitalizations, medications, and other matters relating to your condition to your doctor.
- Providing a copy of your written advance directive.
- Reporting unexpected changes in your condition to your doctor.
- Following the treatment plan recommended by your doctor and accepting responsibility if you do not follow his or her instructions.
- Following Brodstone Healthcare rules and regulations, respect property, materials and equipment belonging to other people and to Brodstone Memorial Hospital.
- Keeping your personal belongings in a safe place. Brodstone Healthcare is not responsible for replacing lost or broken items.
- Considering the rights of others regarding noise, lights, telephone and television.
- Ensuring that payment of the healthcare bill is made promptly and completely.
- Notifying your insurance company if pre-authorization is required.