



MeritCare
meritcare.com

MeritCare Health System

Patient Bill Of Rights & Responsibilities

MeritCare Health System supports and cares for all patients in a way and in a setting that promotes a high quality of life. We treat our patients with honor and respect. We give them choices about their health care.

You Have the Right To:

- Receive kind and respectful care.
- Expect the treatments and services offered by MeritCare professionals to follow usual and regular guidelines.
- Have a family member or person of your choice and your own doctor told of your admission to the hospital.
- Make decisions about your care after learning and talking about your plan for care and treatment.
- Ask for or refuse a treatment. This right should not be used as a way to demand treatments or services that your doctor thinks are not necessary.
- Privacy, which applies to you and your health records.
- Receive care in a safe place where you are honored and respected.
- Be free from all forms of abuse, neglect, force or threats.
- Be free from restraint or separation from others that is not needed for your safety. Restraint in any form will not be used as a means of forcing consent, discipline, to get back at you, or for ease of the staff.
- Look at your medical records and have them explained to you. MeritCare will assist you or the person of your choice to see your medical record.
- Prepare a Health Care Directive which tells us about your health care decisions.
- Agree or refuse to take part in research studies. This choice will not effect your health care.
- Receive care from workers who know about you and your plan of care.
- Have someone ask about your pain and respond.
- Be informed about MeritCare's policies and practices that relate to patient care and treatment.

- Be informed about MeritCare’s billing policies and ways for you to pay your bill.
- Know the names of the persons taking care of you and what they will do.
- Talk about any issues or concerns with your doctor or a MeritCare manager. You may also call the Patient Representative at (701) 234-5876 during regular business hours (Monday-Friday, 8:00 am – 5:00 pm) or the House Administrator after hours and on weekends by calling the switchboard at (701) 234-6000.
- Contact your state’s Department of Health:

North Dakota Department of Health
600 East Boulevard Avenue
Bismarck, ND 58505-0200
(701) 328-2372

Minnesota Department of Health
P.O. Box 64975
St. Paul, MN 55164-0975
(651) 201-5000 or (888) 345-0823 (toll free)

You Have the Responsibility To:

- Give correct and up-to-date information about your health.
- Tell us about any changes in how you feel.
- Learn about your health care plan to make the best choices.
- Ask questions until you clearly know your plan of care.
- Make informed decisions.
- Follow your plan of care.
- Know the medicines you are taking.
- Pay your bills and know how your care will be paid for. Call Patient Financial Services at (701) 234-2451 if you need their help.
- Know the name of the doctor that you go to for care.
- Give a copy of your Health Care Directive to your caregiver.
- Respect the privacy and property of other patients.
- Tell us who you want to know about your health care and health information.

Ask staff for a copy of this Patient Bill of Rights.

“Možete dobiti kopiju “Povelja o pravima pacijenta” na bosanskom jeziku. Zatražite od osoblja kopiju.

ئەتوانى كۆپپهكت دەست بکه ویت له " لیستهی مافی نهخۆش " به كوردی . داواى كۆپپهك بکه له دهستهی كارگێران .

“Waa lagu siin karaa nuqul qoraal ee “Sharciga Xaquuda Bukaana-socodka” oo af-Soomaali ku qoran. Nuqul weydii shaqaalaha.

“Puede obtener una copia de la “Declaración de derechos del paciente” en español.

Solicítela al personal.

Ask staff for a copy of the Patient Bill of Rights in Braille