

MAPLEGROVE TREATMENT CENTER

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Clinic Office: 262-510-4447
Billing Office: 262-646-1387
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Patient Rights

Maplegrove will reasonably respond to requests and needs for treatment or service within its capacity, stated mission, and applicable laws and regulations. No patient will be denied appropriate care based on race, religion, cultural variables, gender, sexual orientation, or marital status.

Patients will be treated with respect and awareness of their individuality and personal needs, including the need for privacy, effective pain management, and psychosocial, spiritual and cultural differences.

The patient's medical record, including all computerized medical information, is kept confidential according to the requirements of state and federal laws. The patient, or any person authorized by law, will have access to the patient's medical record.

Each patient may know who has overall responsibility for his/her care.

Each patient, or any person authorized by law, will receive information about the patient's illness, course of treatment and prognosis for recovery in terms the patient can understand.

Patients have the opportunity to make healthcare and ethical decisions in collaboration with their health team members. They may also assign representatives to be involved in their care.

Any patient may refuse treatment to the extent permitted by law.

Patients may look at their bills and receive an explanation as needed.

Each patient may make an advance directive and appoint an authorized representative to make healthcare decisions on their behalf as permitted by Wisconsin law.

Patient Responsibilities

Patients, or their legally authorized representatives, are responsible for providing complete and accurate medical information and for cooperating in the patient's treatment. This includes:

Communicating to caregivers whether or not the plan of care and related expectations are understood.

Following the care plan recommended by Maplegrove staff, or, upon refusal to do so, accepting the consequences of the refusal.

Promptly reporting any unexpected changes in condition to Maplegrove staff.

Patients, or their legally authorized representatives, are expected to cooperate when making appropriate arrangements for payment of charges for care and treatment, including providing all required information and signing all necessary documents.