

**DATE:** June 12, 2019

**TO:** Saint Alphonus Health System Leaders

**FROM:** Charles Davis, D.O., Chief Clinical Officer  
Lannie Checketts, Chief Financial Officer  
Shelley Harris, VP Regional Chief Nursing Officer

**RE:** Patient Rights and Responsibilities Brochures Delivery – June 13, 2019

As part of our regulatory readiness throughout the health system, we have been focused on ensuring we have appropriate processes to inform our patients on their Rights and Responsibilities, which includes guidelines for visitation.

To ensure consistency in standards and compliance across the health system, a [New System-Wide Policy](#), patient information brochure, and process for providing this information have been developed. Our responsibility to the patient is to have this information available to them when requested and our goal will be to provide, if possible, at the point of entry, or at registration. In the event that the patient or support person did not receive this information or require additional copies, each nursing unit and clinic should have a supply available for distribution.

Beginning on **Thursday, June 13**, the new patient Rights and Responsibilities brochures will be distributed (see attached pdf) throughout the Saint Alphonus Health System. This change impacts the acute care hospitals as well as the SAMG clinics. Angela Hofland and Andrea Draper, in conjunction with Sabrina Cottrell will be working with each of the hospital patient registration leads to provide new brochures and replace any now outdated information. Tammy Schaller will work with the SAMG Clinic Managers to ensure the same.

Please canvas your areas and remove any previous or conflicting documents immediately and replace them with the new brochure. Going forward, each hospital unit or clinic lead can order online through Standard Register Punch Out (Item# 549072) as needs dictate.

Thank you for your support and cooperation.