**Section 265.1700 Client Rights**

a) A client shall not be deprived of any rights, benefits, or privileges guaranteed by law based solely on the client's status as a client of the birth center.

b) Every client shall be permitted to refuse medical treatment and to know the consequences of such action.

c) The medical director and Director of Nursing and Midwifery Services shall develop written policies and procedures to assure the individual mother the right to dignity, privacy, and safety, which shall include, but not be limited to, the requirements in subsection (d). The governing body shall review, revise, and approve the policies annually. The birth center shall follow the policies and procedures.

d) It is the right of every mother, and/or support person, to expect and receive:

1) Good quality care and high professional standards that are continually maintained and reviewed.

2) Answers to questions regarding services and treatment, and the names and functions of the staff person providing services.

3) Confidentiality of client records. Information from or copies of records may be released only to authorized individuals, and the birth center shall ensure that unauthorized individuals cannot gain access to or alter client records. The birth center shall release original medical records only in accordance with federal or State laws, court orders, or subpoenas.

4) Unimpeded, private, and uncensored communication by mail and telephone. The birth center shall ensure that correspondence is promptly received and mailed, and that telephones are reasonably accessible.

5) Respectful and dignified treatment at all times.

6) Information regarding cost and counseling on the availability of known financial resources to the service being rendered.

7) Disclosure and discussion of the nature, purposes, expected effects, and results of the medical treatment under consideration, prior to signing an informed consent.

8) Availability of *an obstetrician, family practitioner*/physician *or certified nurse midwife* on a 24-hour per day, 7 day per week basis *from the time of admission through birth and throughout the immediate postpartum period. Additionally, a second staff person shall also be present at each birth who is licensed or certified in Illinois in a health-related field and under the supervision of the physician or certified nurse midwife in attendance, has specialized training in labor and delivery techniques and care of newborns, and receives planned and ongoing training as needed to perform assigned duties effectively*. (Section 35(6) of the Act)

9) A copy of the birth center's rules that apply to conduct as a mother, spouse, support person, and other family member or visitor.

10) A written copy of the rights guaranteed by this Section and by the birth center.

11) Treatment without discrimination based upon race, color, religion, sexual preference, national origin, or source of payment.

12) The right to expect emergency procedures to be implemented without unnecessary delay.