Comments & Concerns
Should you have an immediate comment or concern, please notify a staff member. If you wish to file a complaint, please contact the Compliance Officer at 712-464-4175 or our hotline at 712-464-4139.

Stewart Memorial Community Hospital
1301 West Main St.
Lake City, IA 51449
(712) 464-3171
800-262-2614

Rockwell City Physical Therapy
505 E. Lake St.
Rockwell City, IA
(712) 297-8989

“A Tradition of Excellence With a Personal Touch”

Stewart Memorial Community Hospital prohibits discrimination in all services on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, and marital or family status.
Patient Rights and Responsibilities

Your Rights as a patient at Stewart Memorial Community Hospital
The staff of Stewart Memorial Community Hospital want to make your hospital stay as pleasant as possible. We believe in and will respect all of your rights, including those here. Your admitting physician has the primary responsibility for your medical and emotional care and, together with the hospital staff, is dedicated to your well-being.

You have the right to...
- Access to medical treatment regardless of race, creed, sex, and national origin, diagnosis or source of payment for care.
- Preservation of individual dignity and protection of personal privacy in receipt of care.
- Confidentiality of medical and other appropriate information.
- Assurance of reasonable safety within the hospital.
- Knowledge of the identity of the physician or other practitioner primarily responsible for the patient's care as well as identity and professional status of others, providing services to the patients while in the hospital.
- Receive information about their diagnosis, medical condition and treatment unless medically contraindicated, to consult with a specialist at the patient's request and expense and to refuse treatment to the extent authorized by law.
- A copy of your bill and explanation of all items on it.
- Process for patient pursuit of grievances.
- Enjoy full and equal visitation privileges, consistent with your preferences. Patients (or support person, as appropriate) have the right to receive the visitors whom he or she designates, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend, and his or her right to withdraw or deny such consent at any time. Visitors will be limited only when clinically necessary.

Stewart Memorial Community Hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-712-464-4203.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-712-464-4203.

Your Responsibility as a patient at Stewart Memorial Community Hospital
- Provide accurate and complete information regarding their health status.
- Follow recommended treatment plan(s).
- Ask questions if you do not understand directions or procedures.
- Abide by hospital rules and regulations affecting patient care and conduct and be considerate of the rights of other patients and hospital personnel.
- Fulfill your financial obligation as soon as possible following discharge.
- Report concerns or complaints regarding your care to staff member.
- File grievances at any time either verbally or in writing. Filing of a grievance will not affect future access to quality of care. Grievances will be handled promptly towards a resolution.