

Hospital Patient and Visitor Signs

Illinois Requirements

Required to Post	Placement	Authority	Additional Information
Copy of the hospital license.	<p>“...either by physical or electronic means, in a conspicuous place on the licensed premises.” and</p> <p>“...conspicuously post, either by physical or electronic means, for display in an area of its offices accessible to patients, employees, and visitors...”</p>	<p>Hospital Licensing Act (HLA), 210 ILCS 85/6(b).</p> <p>HLA, 210 ILCS 85/6.14c(1).</p>	
Description of the Illinois Department of Public Health (IDPH) complaint procedure.	<p>“...conspicuously post, either by physical or electronic means, for display in an area of its offices accessible to patients, employees, and visitors...”</p>	HLA, 210 ILCS 85/6.14c(2).	Include the name, address and telephone number of a person authorized by IDPH to receive complaints. The IDPH website directs complaints against health care facilities to its 24-hour hotline at 1-800-252-4343, mailing address, and fax number.
List of IDPH orders pertaining to the hospital and court orders reviewing IDPH orders issued in the past year.	<p>“...conspicuously post, either by physical or electronic means, for display in an area of its offices accessible to patients, employees, and visitors...”</p>	HLA, 210 ILCS 85/6.14c(3).	Final inspection report, final IDPH orders, and court orders reviewing IDPH orders must be retained for 5 years and be available for public inspection.
List of material available for public inspection under 210 ILCS 85/6.14d.	<p>“...conspicuously post, either by physical or electronic means, for display in an area of its offices accessible to patients, employees, and visitors...”</p>	HLA, 210 ILCS 85/6.14c(4).	Under Section 6.14d, hospital shall retain for 5 years for public inspection (a) a complete copy of every final inspection report of the hospital received from IDPH, and (b) a copy of every final order pertaining to the hospital issued by IDPH during the past 5 years and any court orders reviewing such orders.

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<p>Information about how to enroll in health insurance through the Illinois health insurance marketplace in accordance with Sections 1311 and 1321 of the federal Patient Protection and Affordable Care Act.</p> <p>.</p>	<p>“...post, either by physical or electronic means,...a notice in a conspicuous location in the emergency room...”</p>	<p>HLA, 210 ILCS 85/6.14c; Public Act 101-117</p>	<p>Effective January 1, 2020</p>
<p>Hospital policy regarding hospital’s uniform standards of obstetrical care regardless of a patient’s source of payment or ability to pay.</p>	<p>“...post, either by physical or electronic means, written notices of this policy in the obstetrical admitting areas...”</p>	<p>HLA, 210 ILCS 85/11.5.</p>	<p>Must be posted in the predominant language(s) spoken in the hospital’s service area.</p>
<p>The availability of interpreters upon request and a list of languages most commonly encountered at the facility for which interpreter services are available.</p>	<p>“...post, either by physical or electronic means, in conspicuous locations...at a minimum, in the emergency room, the admitting area, the facility entrance, and the outpatient area.”</p>	<p>Language Assistance Services Act, 210 ILCS 87/15(a)(2).</p>	<p>Include the procedure for obtaining an interpreter, a T.T.Y. number for the hearing impaired, and the telephone numbers to call for filing complaints with IDPH.</p>

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<p>“You may be eligible for financial assistance under the terms and conditions the hospital offers to qualified patients. For more information contact [hospital financial assistance representative].”</p>	<p>“...posted, either by physical or electronic means, conspicuously in the admission and registration areas...”</p>	<p>Fair Patient Billing Act, 210 ILCS 88/15.</p>	<p>Post in English and in any other language of at least 5% of the patients served annually. If hospital has a website, include, in a prominent place, the availability of financial assistance, application process, and a copy of the application. Written or electronic materials must be available in the emergency room and hospital admission or registration area.</p>
<p>The established charges for specified services.</p>	<p>Not specified.</p>	<p>Illinois Health Finance Reform Act, 20 ILCS 2215/4-4.</p>	<p>Post, either by physical or electronic means, in prominent letters. The sign must include the established charges for services, where applicable, including but not limited to, hospital’s private room charge, semi-private room charge, charge for a room with 3 or more beds, intensive care room charges, emergency room charge, operating room charge, electrocardiogram charge, anesthesia charge, chest x-ray charge, blood sugar charge, blood chemistry charge, tissue exam charge, blood typing charge, and Rh factor charge.</p> <p>Hospitals must make available to prospective patients information on the normal charge incurred for any procedure or operation that the prospective patient is considering.</p>
<p>Copy of the Infant Eye Disease Act.</p>	<p>“...in conspicuous places in their institution...”</p>	<p>Infant Eye Disease Act, 410 ILCS 215/3.</p>	

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Sign informing persons that a newborn infant may be relinquished at the hospital in accordance with the Abandoned Newborn Infant Protection Act.	"...post, either by physical or electronic means, a sign in a conspicuous place on the exterior of the building housing the facility..."	Abandoned Newborn Infant Protection Act, 325 ILCS 2/22.	DCFS has established the specifications for the signs and their placement to ensure statewide uniformity. Signs may be obtained from the Save Abandoned Babies website: http://saveabandonedbabies.org/files/ .
The on-call schedule of physicians to ensure that there is 24-hour surgical emergency care.	"...at each patient care unit or other area where surgical patients are admitted or the communications center of the hospital..."	Surgical Emergency Care, 77 Ill. Adm. Code 250.1250.	An emergency surgical case is any case in which "the risk of delay endangers the patient's life, limb or organs."
The EMS System Review Board List (of members).	"...in a 24-hour accessible location at the (EMS) Resource Hospital..."	Emergency Medical Services and Trauma Center Code, 77 Ill. Adm. Code 515.420(d).	The Local System Review Board conducts hearings for EMS participants that have been suspended from participation by the EMS Medical Director.
"This Water For Dialysis Only" sign.	Above a sink with deionized water or reverse osmosis water supplied to the faucet.	Illinois Plumbing Code, Kidney Dialysis Machines, 77 Ill. Adm. Code 890.740.	Sign should be no smaller than 8 x 10 inches.
"Caution: Radioactive Materials" sign bearing the radiation symbol for patients or human research subjects receiving brachytherapy.	"conspicuously post the patient's or human research subject's room with . . ."	Safety Precautions, 32 Ill. Adm. Code 335.7030(a)(3).	See 32 Ill. Adm. Code 340.930 for exceptions to posting requirements.

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Note the safety instruction and where and how long visitors may stay in the patient's or human search subject's room.	Either "on the door or in the patient's or human research subject's chart . . ."	Safety Precautions, 32 Ill. Adm. Code 335.7030(a)(4)–(5).	See 32 Ill. Adm. Code 335.7020 for the safety instruction.
"Caution: Radioactive Materials" sign for patients with implanted radiopharmaceutical therapy.	Patient's door.	Safety Precautions, 32 Ill. Adm. Code 335.5030(5).	The posted sign shall indicate that pregnant women, or women who suspect that they are pregnant, shall contact the attendant staff for additional safety instructions or precautions. Also, a note shall appear on the door and on the patient's chart which states where and how long visitors may stay in the patient's room. See 32 Ill. Adm. Code 340.930 for exceptions to posting requirements.
Poster giving notification and information concerning crime victim compensation.	"shall display prominently in its emergency room posters giving notification of the existence and general provisions of this Act. The posters may be displayed by physical or electronic means."	Crime Victims Compensation Act, 740 ILCS 45/5.1(a).	Posters are provided by the Office of the Attorney General. Call 800-228-3368 with questions regarding the Crime Victim Compensation Program. See the Illinois Attorney General website for copies of the poster and other resources: https://www.illinoisattorneygeneral.gov/victims/cvc.html
Sign with written nurse staffing plan.	"...posted, either by physical or electronic means, in a conspicuous and accessible location for both patients and direct care staff..."	HLA, 210 ILCS 85/10.10(c)(3).	A copy of the written staffing plan shall be provided to any member of the general public upon request.

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<p>“You have the right not to be discriminated against by the hospital due to your race, color, or national origin if these characteristics are unrelated to your diagnosis or treatment. If you believe this right has been violated, please call (insert number for hospital grievance officer).”</p>	<p>“...post, either by physical or electronic means, next to or in close proximity of its sign required by Section 489.20(q)(1) of Title 42 of the Federal Regulations.”</p>	<p>Medical Patient Rights Act, 410 ILCS 50/5.2. Patients’ Rights, 77 Ill. Adm. Code 250.260(d).</p>	<p>Section 489.20(q)(1) is the EMTALA sign. See IHA’s Federal Signs and Notice document for EMTALA sign requirements. Note that the regulation also provides the required language for the sign, which directs patients to call IDPH if the patient believes his/her rights have been violated: “You have the right not to be discriminated against by the hospital due to your race, color, or national origin if these characteristics are unrelated to your diagnosis or treatment. If you believe this right has been violated, please call the Illinois Department of Public Health Central Complaint Registry, 1-800-252-4343.”</p>
<p>“No Smoking” or the international “No Smoking” symbol, consisting of a pictorial representation of a burning cigarette enclosed in a red circle with a red bar across it.</p>	<p>“clearly and conspicuously posted in each public place... where smoking is prohibited by this Act.”</p> <p>“each public place ... where smoking is prohibited by this Act shall have posted at every entrance a conspicuous sign.”</p>	<p>Smoke Free Illinois Act, 410 ILCS 82/20.</p>	

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Human trafficking notice informing the public and victims of human trafficking of telephone hotline numbers to seek help or report unlawful activity.	“in a conspicuous place near the public entrance..., in all restrooms open to the public, or in another conspicuous location in clear view of the public and employees where similar notices are customarily posted” in “emergency rooms within general acute care hospital in which case the notice may be posted by electronic means” and “urgent care centers in which case the notice may be posted by electronic means.”	Human Trafficking Resource Center Notice Act, 775 ILCS 50/5.	<p>Notice shall be at least 8 ½ inches by 11 inches in size, written in a 16 point font, and include the statutorily required statement. Notice must be printed in English, Spanish, and in one other language that is the most widely spoken language in the county where the establishment is located and for which translation is mandated by the federal Voting Rights Act. See 775 ILCS 50/10.</p> <p>When the notice is provided by electronic means the size of the notice (at least 8 ½ inches by 11 inches) and font (16 point font) is not required.</p> <p>See the Illinois Department of Human Services’ website for model notices: http://www.dhs.state.il.us/page.aspx?item=82023</p>
Every single-occupancy restroom must be identified as all-gender and designated for use by no more than one person at a time or for family or assisted use, and marked as a single occupancy restroom	“...each single-occupancy restroom shall be outfitted with exterior signage...”	Equitable Restroom Act, 410 ILCS 35/25; Public Act 101-0165.	<p>Effective January 1, 2020.</p> <p>“Single-occupancy restroom” means “a fully enclosed room, with a locking mechanism controlled by the user, containing a sink, toilet stall, and no more than one urinal.”</p> <p>Sign must mark the single-occupancy restroom as a restroom and cannot indicate a specific gender.</p>

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<p>A “health care provider” that employs a “health care worker” shall display a notice, either by physical or electronic means, stating that verbal aggression will not be tolerated and physical assault will be reported to law enforcement.</p>	<p>Not Specified.</p>	<p>Public Act 100-1051. Health Care Violence Prevention Act, 210 ILCS 160/15(c).</p>	<p>The Health Care Violence Prevention Act defines “health care provider” and “health care worker” at 210 ILCS 160/5.</p>
<p>Healthcare providers must post information about a woman’s rights with regard to pregnancy and childbirth.</p>	<p>“in a prominent place and on their websites, if applicable.”</p>	<p>Public Act 100-445. Medical Patient Rights Act, 410 ILCS 50/3.4(b).</p>	<p>Effective January 1, 2020. The Medical Patient Rights Act defines “health care provider” at 410 ILCS 50/2.03.</p>

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