

Patient Rights & Responsibilities

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THE PATIENT HAS THE RIGHT TO:

- Considerate and respectful care in a safe environment.
- Receive information about his/her diagnosis, prognosis, and treatment, including any research or experimental treatment and risks involved in terms that can be understood and meets the patients needs. When it is not medically advisable to give such information to the patient, the information should be made available to an appropriate person in his/her behalf.
- Know the practitioner primarily responsible for his/her care and to obtain consultation with and transfer to another practitioner if requested.
- To have a family member or representative of his/her choice and his/her own physician notified promptly of his/her admission to the hospital.
- Receive information necessary to give informed consent prior to the start of any procedure and/or treatment.
- Participate in making health care decisions and planning of care. Care shall include appropriate pain management and consideration of cultural, psychosocial, spiritual needs, and personal values and beliefs.
- Make decisions regarding his/her care including advance directives, withdrawal of life sustaining treatment, withholding resuscitative services and appointment of a surrogate decision maker as appropriate, with the expectation that the hospital will honor the intent of the directive to the extent permitted by law and hospital policy.
- Accept or refuse treatment and to be informed of the medical consequences of his/her action.
- Privacy
- Confidentiality of all records, communications, and personal information.
- Expect the hospital to make reasonable response to the request of a patient for services.
- Obtain information as to any relationship of the hospital to other health care and educational institutions and to the existence of any professional relationships among individuals, by name, who are treating him/her insofar as his/her care is concerned.
- Request the names and addresses of regulatory agencies, which survey and/or certify the hospital.
- Expect reasonable continuity of care.
- Be transferred to another facility at your request or when medically appropriate and legally permissible. The right to be given a complete explanation concerning the need for and alternatives to such transfer. The facility to which the patient will be transferred must first accept the patient.
- Examine and receive an explanation of his/her bill regardless of source of payment.
- Be free from restraint or seclusion not medically necessary or used as a means of coercion, discipline, convenience or retaliation by staff.
- Voice complaints or recommended changes without fear of reprisal, discrimination or unreasonable interruption of care.
- Have access to all health records pertaining to him/her unless it is medically contraindicated in the clinical record by the physician.
- Be free from verbal, physical and psychological abuse and to be treated with dignity.
- Not to be discriminated against because of race, ethnicity, color, national origin, culture, language, sex, gender identity or expression, sexual orientation, age, disability, religion, or source of payment.
- To access protective services and advocacy services

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- To receive the visitors whom he/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 to withdraw or deny such consent at any time. The patient (or support person) will be informed if his/her visitation rights are restricted or limited for a clinical reason. Visitation will not be denied, limited or restricted on the basis of race, ethnicity, color, national origin, culture, language, sex, gender identity or expression, sexual orientation, age, disability or religion.

THE PATIENT HAS THE RESPONSIBILITY TO:

- Provide accurate and complete information about his/her condition and plan of care and report any changes that affect his/her condition or care.
- Participate in his/her plan of care and request further information concerning anything he/she does not understand.
- Follow the plan of care. This may include following the instructions of nurses and therapists as they implement the physician's orders.
- Keep appointments and/or notify his/her physician or the hospital when he/she is unable to do so.
- Pay his/her bill in full regardless of the type of insurance or other health coverage. Notify his/her insurance company prior to admission if the insurance company requires preadmission certification.
- Show respect to and be considerate by maintaining civil language and conduct in interactions with other patients and hospital personnel.
- Follow all applicable policies, laws rules regulations and the grievance procedure.

FOR CONCERNS ABOUT SAFETY OR QUALITY OF CARE

- **Contact the department supervisor** or Department of Quality Management at (785) 210-3362. Concerns may be reported to The Joint Commission:
Phone: (800) 994-6610
E-Mail: patientsafetyreport@jointcommission.org
Fax: (630) 792-5636
Mail: Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

TO FILE A GRIEVANCE:

- **Contact the department supervisor** or Department of Quality Management at (785) 210-3362. Concerns may be reported to The Kansas Department of Health and Environment at:
1000 SW Jackson, Suite 330
Topeka, KS 66612
(785)296-0127
- **Contact Human Resources Department** at (785) 210-3314 for grievance related to discrimination based on handicap. Complaint may also be filed with:
U.S. Dept. of Health and Human Services
Office for Civil Rights
233 N. Michigan Ave., Suite 240
Chicago, IL 60601
(800)368-1019
- **Contact Case Management/Utilization Review** Department at (785) 210-3342 for grievance related to utilization or discontinuance of stay. Concerns may also be reported to:
KEPRO
5201 w Kennedy Blvd, Suite 900
Tampa, FL 33609
1-855-408-8557