



RIGHTS AND RESPONSIBILITIES OF PATIENTS

Patients or their legal representatives have the right:

Access to Care

- To receive care regardless of age, race, color, national origin, ethnicity, religion, disability, sex, sexual orientation, gender identity, or manner of payment

Notice of Non-Coverage and Right to Appeal Premature Discharge

- To receive written information of the patient's rights in advance of providing or discontinuing care
- To have a written listing of these patients rights provided
- To have the information necessary to exercise your rights under the Federal law including but not limited to all notices required by statute and regulation regarding patients' rights
- *(Medicare Patients Only)* To receive the "Important Message from Medicare" within 2 days of their admission and 2 days before discharge

Informed Decisions Regarding Plan of Care

- To be included in the development, implementation and revision of their plan of care including: inpatient treatment/care plan, outpatient treatment/care plan; refusal of medical or surgical interventions, discharge plan and pain management plan
- To request or refuse treatment or services deemed medically appropriate or necessary
- The **patient** has the right to elect to delegate his or her right to make informed decision to another person
- To information regarding the patient's health status, diagnosis and prognosis, participate in the development and implementation of their inpatient treatment/care plan or outpatient treatment /care plan, including providing consent to, or refusal of, medical or surgical interventions

Notification of Patient's Hospital Admission

- To have patient's family and physician contacted as soon as can be reasonably expected after the patient is admitted

Personal Privacy

- To personal privacy that includes, at a minimum, have privacy during personal hygiene activities (e.g. toileting, bathing, dressing), during medical/nursing treatment and when requested by the patient as appropriate
- To personal privacy when the physician or other staff visits the patient to discuss clinical care issues or conducts any examination
- To personal privacy including the limitation of the release or disclosure of patient information (such as the patient's address, income, health information, presence in the facility or location in

the hospital, or personal information such as name, age, address, income, health information) without prior consent

- To have the hospital provide appropriate information in accordance with state law to their families or significant others in those situations where the patient is unable to make their wishes known
- A patient's privacy may be limited in situations where a person must be continuously observed (*e.g. – when immediate and serious risk to harm him/herself exists*)

Care in a Safe Setting

- To hospital staff following current standards of practice for patient environmental safety, infection control and security

Freedom from Abuse or Harassment

- To be free from all forms of abuse, neglect, or harassment
- To have any incidents of abuse, neglect or harassment reported by staff and analyzed and the appropriate corrective, remedial or disciplinary action taken in accordance with applicable local, State, or Federal law

Confidentiality of Clinical Records

- To have sufficient safeguards in place to ensure that access to all information regarding patients is limited to those individuals designated by law, regulation and policy; or duly authorized as having a need to know
- To have all clinical records kept secure and are only viewed when necessary by those persons having a part in the patient's care
- Access to their clinical records as quickly as record keeping permits

Pain Management

- To receive an appropriate assessment and effective management of pain
- To receive information about pain management and pain relief measures
- To have health professionals respond quickly to your reports of pain
- To participate in pain management decisions

Patient Visitation Rights

- To visitation while under the care, treatment and service of the organization
- To designate a support person to be present throughout the stay unless restricted by policy and to make decisions regarding visitation
- To be informed of patient visitation rights, including any clinical restriction or limitation on such rights
- To receive visitors whom patient designates, including but not limited to a spouse, a domestic partner (including same-sex domestic partner), another family member or a friend

- To withdraw or deny visitation consent at any time
- To not have patient's visitation restricted in any way based on race, color, national origin, religion, sex, sexual orientation, gender identify or disability
- To be ensured that all patient designated visitors enjoy visitation privileges that are no more restricted than those that immediate family members would enjoy

Advance Directive

- To formulate an advance directive and to have organization staff and practitioners comply with the advance directives in accordance with Federal and State law, rules and regulation
- To receive written notice of the hospital's policies regarding the implementation of patients' rights to make decision concerning medical care
- To receive a notice of the hospital's advance directive policy at the time an individual is admitted as an inpatient
- To not have the provision of care be conditioned or otherwise discriminated on based on the execution of the advanced directive
- To update their advance directive at any time

Language and Communication

- To be informed of their rights in a language or format that they can understand
- To have access to competent individuals to interpret the patient's language for patients who do not speak English, or provide alternative communication aids for those who are deaf, blind or otherwise impaired

Informed Consent

- Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment

Grievance Procedure

- To be provided information about the internal grievance process at the hospital
- To file and receive a review and prompt response/resolution to their grievance
- To be informed that they may submit a grievance directly to the Kansas Department of Health and Environment (KDHE)

Restraint or Seclusion

- To be free from sexual, physical, verbal, or mental abuse, corporal punishment, and exploitation
- To be free from physical or mental abuse and corporal punishment
- To be free from restraint or seclusion, of any form, that is not medically necessary, or that is imposed by staff as a means of coercion, discipline, convenience, or retaliation
- To be treated with respect and dignity

As a patient, it is your responsibility....

Provide Information

- To give us complete and accurate information about your health, including your previous medical history and all the medications you are taking
- To inform us of changes in your condition or symptoms, including pain
- To participate in the planning of your care, including discharge planning

Ask Questions and Follow Instructions

- To follow the treatment plan developed with the practitioner
- To let us know if you don't understand the information we give you about your condition or treatment
- To speak up. Communicate your concerns to any employee as soon as possible – including any member of the patient care team, manager or administrator

Refusing Treatment

- To understand that you are responsible for the consequences if you refuse treatment or fail to follow instructions and advice given by your practitioner

Make Arrangements for Your Financial Obligations

- To promptly meet your financial commitments or make arrangements to meet the financial obligations arising from your care

Following Rules and Regulations

- To follow facility rules and regulations regarding patient conduct
- To keep your scheduled appointments, or let us know if you are unable to keep them
- To leave your personal belongings at home or have family members take all valuables and articles of clothing home while you are hospitalized

Show Respect and Consideration

- To be considerate and cooperative with staff and other patients
- To respect the rights and property of others