

PATIENT RIGHTS/RESPONSIBILITIES

THE PATIENT'S BILL OF RIGHTS

As a patient at Memorial Hospital, Inc. you have certain rights and privileges with regard to the care you receive. The hospital, its Board of Directors, and Medical Staff have endorsed the Centers for Medicare and Medicaid, which is produced here for your information.

1. The patient has the right to considerate and respectful care.
2. The patient has the right to obtain from his/her physician complete current information concerning his/her diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand. When it is not medically advisable to give such information to the patient, the information should be made available to an appropriate person on his/her behalf. He/she has the right to know, by name, the physician responsible for coordinating his/her care.
3. The patient has the right to receive from his/her physician information necessary to give informed consent prior to the start of any procedure and/or treatment. Except in emergencies, such information for informed consent should include but not necessarily be limited to the specific procedure and/or treatment, the medically significant risks involved and the probable duration of incapacitation. When medically significant alternatives for care or treatment exist, or when the patient requests information concerning medical alternatives, the patient has the right to such information. The patient also has the right to know the name of the person responsible for the procedures and/or treatment.
4. The patient has the right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of his/her actions(s).
5. The patient has the right to every consideration of his/her privacy concerning his/her own medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discretely. Those not directly involved in his/her care must have the permission of the patient to be present.
6. The patient has the right to expect that all communications and records pertaining to his/her care should be treated as confidential.
7. The patient has the right to expect that within its capacity a hospital must make reasonable response to the request of a patient for services. The hospital must provide evaluation, services and/or referral as indicated by the urgency of the case. When medically permissible, a patient may be transferred to another facility only after he/she has received complete information and explanation concerning the need for an alternative to such a transfer. The institution to which the patient is to be transferred must first have accepted the patient transfer.
8. The patient has the right to obtain information as to any relationship of this hospital to other health care and educational institutions insofar as his/her care is concerned. The patient has the right to obtain information as to the existence of any professional relationships among individuals, by names, which are treating him.
9. The patient has the right to be advised if the hospital proposes to engage in or perform human experimentation affecting his/her care or treatment. The patient has the right to refuse to participate in such research projects.

10. The patient has the right to expect reasonable continuity of care. He/she has the right to know in advance what appointment times and physicians are available and where. The patient has the right to expect that the hospital will provide a mechanism whereby he/she is informed by his/her physician or a delegate of the physician of the patient's continuing health care requirements following discharge.
11. The patient has the right to examine and receive an explanation of his/her bill regardless of source of payment.
12. The patient has the right to know what hospital rules and regulation apply to his/her conduct as a patient.
13. The patient has the right to remain free from seclusion or restraints that are not medically necessary.
14. The patient has the right to appropriate assessment and management of pain.
15. The patient has the right to report concerns regarding your care/treatment by contacting the House Supervisor.
16. The hospital must inform the patient and/or the patient's representative of the internal grievance process, including whom to contact to file a grievance (complaint). As part of its notification of patient rights, the hospital must provide the patient or the patient's representative a phone number and address for lodging a grievance with the State agency. See #18.
17. The hospital must inform the patient that he/she may lodge a grievance with the State agency directly, regardless of whether he/she has first used the hospital's grievance process. See #18.
18. The following information is the State agency to contact for a grievance:

Director of Health Care Facilities
1000 SW Jackson, Suite 200
Topeka, KS 66612-1365
Phone: 785-296 1240,
KNAR Phone: 785-296-6877
FAX: 785-296-3075
healthfacilities@kdhe.state.ks.us

PATIENT RESPONSIBILITIES

The care a patient receives depends partially on the patient himself. Therefore, in addition to these rights, a patient has certain responsibilities as well. These responsibilities are being presented to you the patient in the spirit of mutual trust and respect.

1. The patient has the responsibility to provide accurate and complete information concerning his/her present complaint, past illnesses and hospitalizations and other matters relating to his/her health.
2. The patient is responsible for making it known whether he/she clearly comprehends the course of his/her medical treatment and what is expected of him/her.
3. The patient is responsible for following the treatment plan established by his/her physician including the instructions of nurses and other health professionals as they carry out the physician's orders.
4. The patient is responsible for keeping appointments and for notifying the hospital or physician when he/she is unable to do so.
5. The patient is responsible for his/her actions should he/she refuse treatment or not follow his/her physician's orders.
6. The patient is responsible for assuring that the financial obligations of his/her hospital care are fulfilled as promptly as possible.
7. The patient is responsible for following hospital policies and procedures.
8. The patient is responsible for being considerate of the rights of the other patients and hospital personnel.
9. The patient is responsible for being respectful of his/her personal property and that of other person's in the hospital.

ADVANCE DIRECTIVES

THE PATIENT SELF-DETERMINATION ACT:

The Patient Self-Determination Act is a federal law that requires hospitals to "provide written information" to adult inpatients concerning "an individual's right under state law ... to make decisions ... concerning medical care, including the right to accept or refuse medical or surgical treatment and the right to formulate advance directives."

ADVANCE DIRECTIVE:

Advance directives are documents that state a patient's choice about treatment including decisions like refusing treatment, being placed on life-support, and stopping treatment at a point the patient chooses. It also includes requesting life-sustaining treatment if that is wanted. A living will and a durable power of attorney for health care are examples. Through advance directives, patients can make legally valid decisions about their medical treatment.

KANSAS STATUTES:

Kansas statutes recognize both a living will and a durable power of attorney for health care.