

■ Patient's rights and responsibilities

The patient, family member or patient's representative (as allowed under state law) have the right to:

Receive care and exercise your rights as a patient

- Receive respectful and impartial care regardless of age, sex, creed, nationality, race, language, disability, sexual orientation, religion, educational background, ability to pay or the existence of an advance directive.
- Exercise your rights while receiving care or treatment in the hospital without coercion, discrimination or retaliation.
- Have a surrogate or patient representative (parent, legal guardian, person with medical durable power of attorney) exercise your rights when you are incapable of doing so, without coercion, discrimination or retaliation.
- Be informed of your rights in advance of providing care or discontinuing care whenever possible.
- Be an equal partner in making decisions that arise during the course of care. If ethical questions should arise, contact your nurse or physician.
- Have doctors and healthcare providers discuss diagnosis and treatment plans in a language that you can understand.

Confidentiality, privacy and safety

- Receive care in a safe setting
- Personal privacy, including confidentiality of your clinical record and information about your care
- Access the information contained in your clinical record within a reasonable time frame. The hospital must not hinder your legitimate efforts to gain access to your own medical records and must actively seek to meet these requests as quickly as its record-keeping system permits.
- Obtain and inspect a copy of your health information that is held by providers. Providers must not withhold information except under the following circumstances: psychotherapy notes; correctional facility health records when potential harm may occur; the potential danger of access to the life or physical safety of the individual or others is suspected; information collected during the course of research for which patient has consented; protected CLIA information; the information is compiled for a civil, criminal, or administrative proceeding; the request is made by an authorized individual, but it is determined that access may cause harm to the patient or others.
- Have the information in the medical record explained to you by qualified staff or your doctor.
- Be free from all forms of abuse and harassment.

Participate in care decisions

- To have your pain treated as effectively as possible.
- Make informed decisions regarding your care. The patient's rights include: **being informed of your health status; being actively involved in care planning and treatment; being fully informed in advance of care or treatment; and being able to request or refuse treatment.** This right must not be construed as a mechanism to demand the provision of treatment or service deemed medically unnecessary or inappropriate.
- Participate in the development and implementation of your plan of care. The hospital will rely on the attending physician to keep you informed of your progress, diagnosis and treatment modality.
- Consent or refuse treatment after being adequately informed of the benefits and risks of, and the alternatives to, treatment that the law allows. Also, you have the right to be told how the refusal could affect your condition.
- Formulate advance directives consistent with Kansas law. Hospital staff and practitioners who provide care in the hospital will comply with your directives within Via Christi's capacity, and in compliance with the Ethical and Religious Directives for Catholic Health Care, or provide a referral to a caregiver or facility that will.
- Have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.
- Be fully informed of and to consent or refuse to participate in any unusual, experimental or research project without compromising your access to services.
- Know the professional status of any person providing your care.
- Know the reasons for any proposed change in the professional staff responsible for your care.
- Know the reasons for your transfer either within or outside the hospital. When medically permissible, you may be transferred to another facility, but only after you have received complete information and explanation concerning the need for such a transfer. The institution to which you are to be transferred must first have accepted you for transfer.
- Be informed of continuing health care needs following your discharge from the health center.
- Be free from restraints of any form that are not medically necessary or are used as a means of coercion, convenience or retaliation by staff.
- Exercise advance directive regarding decisions at the end of life in accordance with Federal and State Determination Act(s).

- Your family has the right of informed consent of donation of organs and tissues as consistent with hospital policies.
- Request assistance with discharge planning.

Billing and business rights

- Be informed of the relationships of the organization to other persons or organizations who participate in the provision of your care.
- Access the cost, itemized when possible, of services rendered within a reasonable period of time. Receive an explanation of their bill independent of how you are paying.
- Informed of the source of the hospital's reimbursement for your services, and of any limitations which may be placed upon your care.
- Bring any business ethics concerns to the attention of the compliance officer by calling extension 2899.

Prompt resolution of concerns

- You have the right to mechanisms to resolve potential, or actual, issues arising in supporting patient's rights. The health center supports your right to have prompt resolution of concerns about your care. If you have a concern, we encourage you to:
 1. Speak first to the staff member or the supervisor of the area. If after speaking to the staff member or supervisor, you feel your concern is not taken care of, you may:
 2. Call the Hotline at 800-794-9027, or
 3. Place your concern in writing and address it to the Corporate Compliance Office at Via Christi Hospital, 1823 College Ave., Manhattan, KS 66502
- If your concern is not taken care of by the above steps, you can contact the Kansas Department of Health and Environment Health Facilities Program at 1000 SW Jackson, Suite 200, Topeka, KS 66612-1365; or call 1.800.842.0078.
- You have the right to access Via Christi Hospital Ethics Committee when necessary and appropriate.

Visitation

- Enjoy visitors and receive full and equal visitation privileges consistent with your preferences.
- Receive the visitors you designate, including, but not limited to a spouse or domestic partner, another family member, or a friend. You have the right to withdraw or deny such consent at any time.
- Understand any clinically necessary or reasonable restriction or limitation that the hospital may need to place on such rights and the reason for the clinical restriction or limitation.

- That the hospital will not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability.

Patient responsibilities

As a patient, you are expected to:

- Provide accurate and complete information to your health care provider about your present and past health problems and illnesses, hospitalizations and medications, response to current treatment and anything else about your health.
- Learn about your illness and care, to ask about care alternatives including the risks and benefits of each and to make your preferences clear to the health professionals involved in your care.
- Follow the treatment plan recommended by medical personnel attending to your care. You are responsible for the consequences for failure to follow instructions, for refusal of treatment or for failure to follow recommendations for your continuing care during your hospitalization or after discharge from the hospital.
- Inform caregivers of specific needs with regard to your personal values and beliefs.
- Follow the treatment plan recommended by your doctor. If you choose not to follow the suggested treatments or instructions, you are responsible for any consequences.
- Provide a copy of an advance directive, if you have one.
- Respect the rights of other patients and health center staff.
- Pay your hospital bill promptly. If you need help with your bill, call patient financial services at 565.4794 about a payment plan.
- Follow Via Christi rules and regulations regarding patient care and personal conduct.
- Be respectful and considerate of the rights of other patients and Via Christi's personnel and property.
- Work with Via Christi to assure that the financial obligations for the health care services provided on your behalf are fulfilled.
- Express concerns, complaints or care-related conflicts to your physician or a member of Via Christi's staff.

