

PATIENT RIGHTS

If you are unable to exercise these rights your guardian, next of kin, or legally authorized surrogate has the Light to exercise these rights on your behalf.

AS A PATIENT YOU HAVE THE RIGHT:

- To complain about your care without fear or recrimination or penalty, to have his/her complaints reviewed, and, when possible, resolved.
- To be treated with respect by all hospital personnel.
- To have a physician primarily responsible for his/her care and to know who that person is.
- To know the name and professional status of care givers providing care to him/her.
- To access to his/her medical records and to an explanation of all information contained in his/her records.
- To receive complete and current information concerning his/her diagnosis, treatment, and prognosis in terms he/she can understand.
- To have any proposed procedure or treatment explained in terms he/she can understand. The explanation should include: a description of the nature and purpose of the procedure or treatment, the possible benefits; the known serious side effects, risks or drawbacks; problems related to recovery, the likelihood of success; alternative procedures or treatments; and cost-particularly expenses that will be his/her responsibility.
- To participate with his/her physician and other health care providers in planning his/her health care.
- To accept or refuse any procedure, drug, or treatment and to be informed of the possible consequences of any such decision.
- To make advance treatment directives and to have them honored.
- To appoint a person to make health care decisions on his/her behalf in the event he/she loses the capacity to do so.
- To have his/her advance directive (including Living Wills and Durable Medical Power of Attorney) honored.
- To personal privacy. Care discussion, consultation, examination, and treatment will be conducted discreetly.
- To have all communications and records related to his/her care kept confidential.
- To not be discriminated against because of race, color religion, gender, age, national origin, sexual preference, disability, or source of payment.
- To receive services in response to reasonable requests that are within the institution's capacity and mission.
- To supportive care including appropriate management of pain, treatment of uncomfortable symptoms, and support of your psychological and spiritual concerns and needs.
- To assistance in obtaining consultation with another physician.
- To request consultation regarding ethical issues surrounding his/her care with the Amberwell Health Ethics Committee and other appropriate resources.
- To be transferred to another facility only after having received complete information and explanation concerning the need for alternatives to such a transfer. (The facility to which the patient will be transferred must first accept the transfer.)
- To consent or to refuse care that involves research, experimental treatments or educational projects.
- To be informed by a responsible caregiver about continuing health care requirements and alternative for meeting those after he/she is discharged from the hospital.
- To examine his/her bill and to receive and explanation of the charges.
- To be informed of hospital policies, procedures, rules, and regulations applicable to his/her care.

If a patient has any questions regarding these rights or a wish to voice a concern regarding a possible violation of these rights, the patient should be put in contact with the hospital CEO, Director of Nursing, or Manager of Social Work Services.

AMBERWELL HEALTH ETHICS COMMITTEE

The mission of the Amberwell Health Ethics Committee is to educate ourselves, the healthcare community, and the public regarding relevant ethical issues and to provide a forum for compassionate and informed discussion and guidance regarding difficult ethical issues that are presented to us by patients, families, or healthcare providers.

The functions of the Amberwell Health Ethics Committee are: Education, Policy Review and Case Consultation. The Ethics Committee may be accessed by Hospital physicians, staff, patients, and families. Contact the Social Services Department.

We at Amberwell Health are glad that you have come to us in your time of need. We know that illness or injury can be stressful and painful, and we will do everything we can to make the situation as positive as possible. If you have any questions about your care or about your rights and responsibilities as a patient at our Hospital, please feel free to ask any of the professionals who are caring for you. We are here to provide care and services. Feel free to ask us for assistance or explanations if you do not understand any part of your treatments.

Our Customer Satisfaction Hotline number is 1-913-360-5586.

For a complaint involving discrimination and disability contact:

The Office of Civil Rights
Department of Health & Human Services
601 East 12th St., Room 248
Kansas City, MO 64106
1-800-368-1019

For a complaint regarding quality of care or premature discharge of a Medicare patient contact:

Kansas Foundation of Medical Care, Inc.
2947 SW Wanamaker Drive
Topeka, KS 66614-4193
1-800-432-0407