

Patient Bill of Rights and Responsibilities

We believe that our mutual respect for rights and responsibilities will contribute to an improved outcome and greater satisfaction with your care.

Rights:

You, or your representative, have the right to:

1. Considerate and respectful care, and to have the decisions made about your care based on your needs. The effectiveness and safety of your care, treatment or services is not based on your ability to pay.
2. Treatment, care and services within the hospital's capacity and mission and in compliance with law and regulation.
3. Obtain complete information about your diagnosis, plan of treatment and prognosis from your physician in terms you can understand.
4. Receive from your physician the information needed for you to give your permission for any procedure or treatment.
5. Refuse treatment and be told what might happen because of your decision in accordance with law and regulation.
6. Expect that should an internal or external review result in the denial of care, treatment, services, or payment, the hospital will make decisions regarding the ongoing provision of care, treatment, services, discharge, or transfer based on your assessed needs. You and/or your family will be involved in these decisions as allowed by law.
7. Participate in developing and implementing your care plan and in resolving dilemmas about your care, treatment and services, and to involve your family or surrogate decision maker, as appropriate and as allowed by law, in your care, treatment, and service decisions.
8. Have an advance directive, such as a living will, health care proxy, or durable power of attorney for health care, concerning treatment; and/or designate a surrogate decision-maker, and expect that the hospital will honor that directive or that decision-maker's wishes, as permitted by law and hospital policy.
9. Request a consultation with the hospital Ethics Committee, through your doctor, nurse or any other staff member involved in your care. Members of the Ethics Committee are available to provide information regarding health care decisions, discuss your concerns and support for you, your family, physicians and other caregivers.
10. Have the hospital address your wishes related to end of life decisions.
11. Have, as required by state and federal laws, all activities, conversations, and records related to your medical care kept confidential.
12. Give informed consent for recording or filming made for purposes other than identification, diagnosis, or treatment of your condition. You also have the right to rescind your consent and to request the cessation of any recording or filming.
13. Be informed about the outcomes of care, treatment, and services that have been provided, including unanticipated outcomes.
14. Know that the hospital recognizes your right to and need for effective communication:
 - To have visitors, make phone calls and receive mail;
 - To the services of any interpreter or translator to be provided free of charge;
 - To have your communication needs addressed if you have any vision, speech, hearing, language or cognitive impairment and assistive devices provided free of charge.
15. Communicate any concerns about any aspect of your care, without being subject to coercion, discrimination, reprisal, or unreasonable interruption of care, treatment, and services, including the ability to request a room change if you are dissatisfied.
16. Confidentiality, privacy and security.
17. To refuse to see anyone not officially involved in your care.
18. To have cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected. This includes the ability to wear clothing and other symbolic items as long as they do not interfere with your care and the right to pastoral and other spiritual services.
19. A reasonably safe environment.

20. Know the name and professional status of your caregiver.
21. Obtain, at your expense, another physician's opinion about your care.
22. Receive an explanation of your bill and receive information about charges for which you are responsible.
23. Know what hospital rules apply to your conduct as a patient.
24. Reasonable response to your requests.
25. Assessment and control of your pain to the greatest extent possible.
26. To personal dignity.
27. To have family or representative and his/her own physician notified promptly of admission.
28. To be free from all forms of abuse or harassment.
29. To access protective and advocacy services. Information is provided on these numbers at the end of this pamphlet
30. To be free from restraints or seclusion that are not medically necessary or used as means of coercion, discipline, staff convenience, or retaliation.

We further recognize that the personal relationships between physician, patient and hospital staff are important for the best medical care. Indeed, these are your partners in a healthcare team. As part of this team, we expect you to assume the following responsibilities:

Responsibilities:

You, or your representative, are responsible to:

1. Give complete information about your medical history and the medications you are taking.
2. Let us know when you do not understand instructions.
3. Follow the care, treatment and service plan developed for you
4. Accept the consequences of not following instructions.
5. Follow the hospital's rules and regulations
6. Show respect and consideration of the hospital's staff and property as well as other patients and their property.
7. Respect the hospital's visiting rules and regulations and respecting other patient's privacy by keeping noise to a minimum and using appropriate language while in the hospital.
8. Let your physician or nurse know of changes in your health.
9. Meet your financial commitments. You are responsible for your hospital bill and giving information needed to file an insurance claim.
10. Let us know your needs.
11. Tell the nursing staff when you have personal valuables with you. The hospital cannot be responsible for items not placed in the hospital safe.
12. Patients are responsible for providing complete information and documentation relating to the existence or non-existence of an Advance Directive.

We believe that your highest satisfaction will be achieved if you and all members of the healthcare team are aware of your rights and responsibilities.

If you have concerns regarding any of the items discussed in this document or concerns regarding any aspect of your care, please contact your nurse, physician, patient representative, social worker or chaplain

If your concerns are not resolved to your satisfaction, you have the right to ask for and receive information about outside agencies that may be able to help you. Please contact your nurse, a patient representative or a social worker to receive further information. You may also advise the Kansas Department of Health and Environment at 900 S. W. Jackson, Topeka, KS 66212 (785-296-1240) or Missouri Department of Health and Senior Services at 1617 Southridge, Jefferson City, MO 65109 (573) 751-6303

Belton Regional Medical Center
Belton, MO 64012

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