PATIENT RIGHTS AND RESPONSIBILITIES

Your rights as a patient
We strive to preserve your rights as an individual. We also ask that you and your loved ones be considerate of the rights of others.

You have the right to:

• Have your own physician and the person of your choice notified of your admission to the Hospital, the person of your choice can be with you for emotional support during your hospital stay, as long as it does not interfere with the rights and safety of others or your agreed-upon plan of care.

• Know the names of the doctors and staff on your care team. We encourage you to ask any questions you might have. You should expect a reasonable response to your questions and requests for help.

• Be treated with respect and dignity.

This includes being called by the name you choose, and feeling safe while you are in the hospital. Your culture, subculture, background, religion, spiritual and personal values, beliefs and preferences should be respected. You and your loved ones will not be discriminated against based on age, sex, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression.

• Know about your diagnosis or illness so that you can take part in the planning of your care. We also know that changes will affect your health and well-being. You may request to talk with different doctors about procedures, tests and the results, as well as the medical outlook for your future. You may say “yes” to any care, tests, or treatments, to the extent permitted by law. You are encouraged to complete advance directives and talk about your wishes in advance.

• Minimize your pain as much as possible during your hospital stay, during a test, or during a treatment. You, your family, the doctors, nurses and other hospital staff will help you to make and understand a plan to manage your pain. We will check with you about how you are feeling and understand a plan to manage your pain. We will work with you and your family to make decisions as you request.

• Provide accurate and complete information about your past and present health including:

• sharing with your doctor or nurse if you think you are at risk and/or if your health has changed.

• information about advanced directives (living will and/or durable power of attorney for healthcare) and who will speak for you if you are unable to speak for yourself.

• asking questions about anything you do not understand, including your treatment plan or what is expected of you. This includes making sure you understand the potential risks, benefits and side effects of your treatment.

• following the plan that is developed by you and your treatment team. If you have a concern about the plan, it is your responsibility to talk about it with your doctors and nurses.

• accepting responsibility for your actions. Your treatment plan may include recommendations about exercise, tobacco use and eating a healthy diet.

• following the rules and regulations of King’s Daughters Medical Center.

• being respectful at all times to the staff, other patients, loved ones and King’s Daughters property.

Please speak with any member of your healthcare team, the department leader or patient representatives if you are unhappy with your care. We ask that you speak with us first to try to resolve your concerns. Our patient representatives can be reached at 841-146 or (606) 408-1416.

Be told fully about any research study in which you are asked to take part. This discussion should occur before you agree to enter the study. If you are under the age of 16, your parent or guardian must give permission before any tests or treatments can be carried out in the course of the research study. You have the right to refuse to take part in a research study. If you refuse to take part, it will not affect receiving treatment here in the future.

Understand instructions you will receive before leaving the hospital or clinic. These instructions will describe how you and your family can participate in your recovery and ongoing healthcare once you are at home.

Leave the hospital, even if your doctor advises against it. You may not leave if you have certain infectious diseases that could affect the health of others. If you are not able to provide for your own health and safety, or other people’s safety is at risk, as defined by law. You must sign a form saying the medical center is not responsible for any harm that comes to you as a result of leaving the facility.

In order to reduce concerns about paying your bill, you will be told of services available to help in paying for your care. You have the right to look at and receive an explanation of your bills. This information can be obtained through Patient Financial Services at 606-408-4118.

Your responsibilities as a patient

When you are a patient at King’s Daughters, you, your family and other loved ones have the responsibility to:

• Provide accurate and complete information about your past and present health including:

• sharing with your doctor or nurse if you think you are at risk and/or if your health has changed.

• information about advanced directives (living will and/or durable power of attorney for healthcare) and who will speak for you if you are unable to speak for yourself.

• asking questions about anything you do not understand, including your treatment plan or what is expected of you. This includes making sure you understand the potential risks, benefits and side effects of your treatment.

• following the plan that is developed by you and your treatment team. If you have a concern about the plan, it is your responsibility to talk about it with your doctors and nurses.

• accepting responsibility for your actions. Your treatment plan may include recommendations about exercise, tobacco use and eating a healthy diet.

• following the rules and regulations of King’s Daughters Medical Center.

• being respectful at all times to the staff, other patients, loved ones and King’s Daughters property.

• making a good faith effort to pay your medical bills in a timely fashion or ask for assistance at 606-408-4118.

If you do not or you are unable to pay your medical bills, then you may be referred to Kentucky Cabinet for Health Services Office of Inspector General 275 E. Main St. Ste. A Frankfort, KY 40627 Telephone: (502) 654-1997 Fax: (502) 564-6146.

If your concerns are not resolved at the hospital, you are encouraged to contact The Joint Commission. You may contact The Joint Commission’s Office of Quality Monitoring to report any concerns or repeat complaints by either calling 1-800-994-6610, or emailing complaint@jointcommission.org.

HOSPITALITY HOUSE

KDMC’s Hospitality House provides families – especially those with limited resources, an inviting place to stay for adult family members (18 and older) or caregivers of either:

• critically ill patients receiving care at KDMC.

• qualifying outpatients receiving extended therapeutic care at KDMC.

Located just one block from KDMC’s main entrance, the Hospitality House features 13 guest rooms with two single beds (and space for one rollaway) and a private bath, with bed and bath linens provided. The home-like features a common kitchen and dining area, laundry facilities and 24-hour on-site management. Smoking is not allowed and guests must live at least 30 miles away from the medical center to qualify to stay at the Hospitality House.

Referrals are coordinated by KDMC’s Social Work Department once the patient is admitted. Ask your nurse or other caregiver about contacting a member of our Social Work Department regarding eligibility and room availability at the House.

Gentle touch... Emergency... Contact Security... 848477
Local calls... dial 9, then the number
King’s Daughters’ internal telephone numbers are the last five digits.

Operator... (606) 408-4000
Administration... (606) 408-0000
Business Office... (606) 408-4466
Center for Heart Health... (606) 408-6000
Center for Lung Health... (606) 408-0895
Center for Advanced Imaging... (606) 7226
Carribee Shuttle Service... (606) 408-0454
Diabetes Education... (606) 408-1540
Emergency Department... (606) 408-0911
Food Services... (606) 408-1425
Heart & Vascular Center... (606) 408-0967
Home Infusion... (606) 408-9700
Home Medical Equipment... (606) 408-9690
KDMC Family Pharmacy... (606) 324-0092
Medical Records... (606) 408-1815
Nursing Supervisor... (606) 408-0375
Parkview Café Menu... (606) 408-4471
Pastoral Care... (606) 408-1745
Patient Information... (606) 408-0950
Patient Representatives... (606) 408-4146
Patient Safety... (606) 408-0545
Safety and Security... (606) 408-4487
Social Work... (606) 408-6294

MyKDMC allows you to:

• Send secure messages to your healthcare team - and get answers!

• View your lab results

• Know what preventive services are recommended for YOU

• Have access to credible, reliable health information

• Pay your bill online

• And more!

The King’s Daughters patient portal is designed to help you keep track of your health in one convenient, secure location!
Best of all, myKDMC is completely free and easy to use! Sign up today!
MEETING YOUR NEEDS

Patient & Family Centered Care
We recognize that patients and their families are the best advocates for their own healthcare. Only you know how you feel and what you prefer. King’s Daughters Patient & Family Centered Care program ensures that all patients feel known and a part of the King’s Daughters family. For more information or if you can help us better meet the needs of all patients, please call us.

• Patient & Family Centered Care...ext. 80000

Partnering for Safety
As a patient, you are a member of our safety team. If you have a question or concern regarding medications, tests or treatments, or anything that makes you feel unsure. If you believe your safety concerns are not being met, speak up.

• Patient Safety andQuality...ext. 80145

Partnering for the Risk of failing Patients
At King’s Daughters Medical Center we promote a “call, don’t stand” environment. Any time you are getting out of bed, please let your team know.

Hand hygiene
Hand hygiene includes the use of alcohol-based hand gel-to-disinfect, or soap to wash your hands. Hand hygiene is the most effective way to remove the spread of germs and to reduce your risk of getting sick. We encourage you to speak up for your safety and remind your healthcare providers, family and visitors to wash their hands each time they enter and exit your room.

ACT nurse
The ACT nurse can be called in to respond to changes in your condition or mental status. Please let your caregiver or your nurse know.

• Encourage you to contact the ACT nurse if you feel there is a change in your condition.

Discharge planning
As you leave the hospital, the discharge planning assessment helps your social worker identify care needs upon return home. Services include:

• referral to skilled nursing facilities, rehabilitation or assisted living facilities as indicated when you need help at home.

• referral to Home Health for nursing, physical or occupational therapy, etc. If you qualify for a Home Health referral and patient the King’s Daughters Home Health agency, please let your social worker know.

• arranging home medical equipment (wheelchairs, walkers, etc.) to aid in your recovery. If you require items such as oxygen and appropriate patient and home medical Equipment, please let your social worker know.

• coordinating the services you wish to receive in your home.

Our Ethics Committee
Our Ethics Committee responds to requests for help in resolving conflicts and concerns in patient care. The committee is contacted when contacting our patients, the patient’s family and the Physician. The committee, made up of medical and community members, will issue a recommendation for consideration; however, these recommendations are not legally binding.

• Ethics Committee...ext. 80180

Your care team
Hospitalists
Hospitalists are doctors dedicated to taking care of patients while they are in the hospital. Your hospitalists will work with specialism, nursing staff and your family to coordinate your care. We are always here to provide you with the best possible care. If you have any questions for your hospitalist, you can contact him or her 24 hours a day, seven days a week.

Your hospitalist will help make arrangements for services you may need when you leave the hospital. After discharge you will return to the care of your own primary physician who may receive your hospital record electronically, via fax or mail. It is our privilege to care for you and your family. If you have any questions or concerns about your hospital care after you are discharged, please call us.

1-888-373-KDMC (5362)

Pastoral Care
Pastoral Care: Pastoral Care will be delighted to assist you during your stay. Your own clergy, in addition, our chaplains and other local ministry are available at any time for your emergency needs.

• Chaplain...ext. 81745

Family Pharmacy
Family Pharmacy is open weekdays, 7 a.m. - 7 p.m., and Saturdays 9 a.m. - 2 p.m. You may purchase your discharge medications to your room before you leave. Please ask your nurse or your pharmacist.

• KDMC Family Pharmacy...ext. 606-324-0092

KDMC is tobacco-free
The use of tobacco products is prohibited throughout our campus, including entrances, sidewalks and parking lots. KDMC has designated one smoking area on the south side of the Licking Avenue Parking Garage. Patients, with those in fris or in wheelchairs, must be 24 hours from the nursing unit prior to leaving the nursing unit.

Internet access
Free Wi-Fi is available throughout the medical center. Look for “King’s” on your wireless device and adhere to the terms of use.

Free Curbside shuttle service
Curbside shuttle service is available from 7 a.m. to 4:30 p.m. weekdays.

• Shuttle service...ext. 80454 or (606) 408-0474

Dining options
PARVION CAFE HOURS
Mondays - Friday 7:45 a.m. to 9:00 p.m.
Saturday and Sunday 7:45 a.m. to 9:00 p.m.

Breakfast 7:45 a.m. to 9:00 a.m.
Lunch 10:45 a.m. to 2:00 p.m.
Dinner 4:30 p.m. to 5:00 p.m.

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Lunch 10:45 a.m. to 2:00 p.m.
Dinner 4:30 p.m. to 5:00 p.m.

Grill 3:00 p.m. to 7:00 p.m.

Wendy’s...ext. 606-325-3533

Medical Plaza, 1st floor
Open daily 10 a.m. - 10 p.m.

Sweet Caroline’s Café...ext. 606-408-7487
Medical Plaza, 1st floor
Open daily 6:30 a.m. to 11 p.m.

Weekdays: closed

After receiving treatment to manage pain (medication or other), you will be asked to rate your pain using the same scale you used while getting your pain medications. This will help our team know how well the treatment is working and also helps your physicians know whether a change in a treatment plan may be necessary. You may be given a pain scale to go for pain management. An example might be, “0 to 10,” where 0 is no pain at all and 10 is the worst pain possible.

Your pain is rated on a scale of 0 to 10.

Your nurse will ask you to rate your pain on a scale of 0 to 10.

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Your nurse will ask you to rate your pain on a scale of 0 to 10.

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