

Patient Rights & Responsibilities

Welcome to King's Daughters Medical Center. We know you have choices in your healthcare providers and we are honored you have selected King's Daughters. Every day our number one priority is you and your safety. Our mission is To Care. To Serve. To Heal. Our goal is to provide you and your family with the very best care possible. Each member of our team will be glad to assist you and your family. We are here to care for you.

King's Daughters Medical Center shall provide all patients the right to participate in treatment decisions, actions, and concerns pertinent in providing their care. KDMC shall be sensitive to all patient needs including cultural, psychosocial, racial, linguistic, age, gender, religious, spiritual, and the needs of the disabled patient. Patients shall be provided impartial access to treatment or accommodations that are available and/or medically indicated regardless of race, creed, gender, age, sexual orientation, national origin, availability of transportation, or sources of payment for care. The patient has the right to considerate, respectful care at all times and under all circumstances, with recognition of his or her personal dignity. KDMC expects responsible and cooperative behavior on the part of the patients, families and visitors, considering the nature of the patient's illness. The patient shall be given a copy of their rights and responsibilities.

Patient Rights

- The patient has the right to have family or a representative and his/her own physician notified promptly of admission.
- The patient has the right, within the law, to personal and informational privacy, as manifested by personal privacy. This includes the refusal to talk with or see anyone not officially connected with KDMC, including family members or visitors, or persons officially connected with KDMC but not directly involved in the patient's care (not including officers of the law or courts in performance of their duties). Upon patient consent, families and/or significant others shall be involved in care decisions. In the event a patient is unable to speak to this policy, addressing legal responsibility for consent shall be followed.
- The patient has the right to consent, or withhold consent, to be recorded or filmed for organizational purposes.
- The patient has the right to wear appropriate personal clothing and religious or other symbolic items as long as the items are not considered offensive or obscene and do not interfere with diagnostic procedures or treatment.
- The patient has the right to be interviewed and examined in surroundings designed to assure reasonable visual and verbal privacy. This includes the right to have a person of one's own gender present during certain parts of a physical examination, treatment, or procedure performed by a health professional of the opposite gender and the right not to remain disrobed any longer than is required for accomplishing the medical purpose.
- The patient has the right to obtain from the health practitioner responsible for coordinating the patient's care all complete and current information concerning diagnosis (to the degree known), treatment, outcomes of

care (including unanticipated outcomes), and prognosis. This information should be communicated in terms the patient can reasonably be expected to understand. When it is not medically advisable to give such information to the patient, the information should be made available to next of kin or to a legally authorized individual.

- Each patient has the right to personal dignity, in an environment which preserves dignity.
- Each patient has a right to have his or her cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected.
- The patient has the right to pain management.
- The patient has the right to know the identity and professional status of individuals providing service and to know which physician or other practitioners are primarily responsible for the patient's care. This includes the patient's rights to know of the existence of any professional relationship among individuals who are providing treatment, as well as the relationship to any other healthcare or educational institutions involved in the patient's care. The patient has the right to be cared for by staff who have been educated about patient rights and their role in supporting patient rights.
- Participation by patients in clinical trial programs, human experimentation or in the gathering of data for clinical research purposes or other research/educational projects affecting the patient's care or treatment is strictly voluntary. The patient has the right to information about the clinical investigation process and the right to refuse to participate and must provide a fully informed patient consent if they choose to participate.
- The patient has the right to access people outside KDMC by means of family or other visitors and by verbal and written communication. When the patient does not speak or understand the predominant language of the community, KDMC shall provide access to an interpreter.
- Regardless of the source of payment of care, the patient has the right to request and receive an itemized and detailed explanation of the total bill for services rendered. The patient has the right to timely notice prior to termination of eligibility for reimbursement by any third-party payor for the cost of care.
- The patient at his or her own request (and expense, when applicable) has the right to consult with specialists.
- The patient has the right to visitors without restriction based on race, color, national origin, religion, sex, gender identity, sexual orientation or disability. The patient has the right to accept or deny visitation. All visitors designated by the patient (or support person where appropriate) shall enjoy visitation privileges consistent with patient preferences and consistent with justified clinical restrictions necessary to provide safe care to patient and other patients.
- The patient has the right to participate in decisions involving his or her healthcare. To the degree possible, participation should be based on a clear, concise explanation of all conditions and of all proposed technical

procedures, including the risk of mortality or serious side effects; problems related to recuperation; medically significant alternatives for care or treatment; and, the probability of success. The patient shall not be subjected to any procedure without voluntary, competent, and understanding consent or the consent of a legally authorized representative. The patient has the right to know who is responsible for authorizing and performing the procedures or treatment.

- The patient has the right to make decisions about the plan of care prior to and during the course of treatment; and the patient may refuse treatment to the extent permitted by law. When refusal of treatment by the patient or a legally authorized representative prevents the provision of appropriate care in accordance with professional standards, the relationship with the patient may be terminated upon reasonable notice.
- A patient may not be transferred to another facility unless the patient or the patient's representative legally empowered to act on behalf of the patient has been fully informed of the reason for the transfer, risks and benefits involved, alternatives to transfer, and the right to refuse the transfer. The patient has the right to be informed by the responsible practitioner, or his delegate, of any continuing healthcare requirements following discharge from KDMC.
- The patient shall be informed of KDMC's rules and regulations applicable to conduct while a patient. Patients are entitled to information about KDMC's mechanism for the initiation, review and resolution of patient complaints.
- The patient has the right to be placed in protective privacy when considered necessary for personal safety, and has the right to protective and advocacy services.
- The patient has the right to expect reasonable safety insofar as possible and in keeping with KDMC policies, procedures and environment are concerned.
- The patient has the right to be free from all forms of abuse or harassment—mental, physical, sexual and verbal abuse; neglect and exploitation.
- The patient has the right to be free from restraints or seclusion that are not medically necessary or used as a means of coercion, discipline, staff convenience, or retaliation.
- Patients who wish to file written or oral complaints regarding quality of care at this facility have the right to be informed of the appropriate state agency and contact information that handles such concerns.
- Patients have the right to freely voice complaints without being subject to coercion, discrimination, reprisal, or unreasonable interruption of care.
- The patient has the right to have an advance directive (e.g. living will, healthcare proxy, or durable power of attorney for healthcare) concerning treatment or designating a surrogate decision-maker with the expectation that KDMC will honor the intent of that directive to the extent permitted by law and KDMC policy.
- The patient has the right to pastoral counseling regardless of religious preference. A member of KDMC's Pastoral Care Department is available for assistance upon patient request.

If you are unable to exercise these rights, your guardian, next of kin or legally authorized surrogate has the right to exercise these rights on your behalf. If you have questions regarding these rights or wish to voice a concern about a possible violation of your rights, you may contact the patient representative

at KDMC ext. 4146. After hours, weekends and holidays, notify the patient care administrative coordinator at (606) 408-4490 or KDMC ext. 4490. You may call the medical center at (606) 408-4000 and an operator will assist you.

Patient Responsibilities

- A patient shall be responsible for providing to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to health status. The patient has the responsibility to report unexpected changes in condition to the responsible practitioner and whether contemplated courses of action are clearly understood.
- A patient shall be responsible for following the treatment plan recommended by the practitioner primarily responsible for his or her care. This may include the following: the instructions of nurses and allied health personnel as they carry out the coordinated plan of care; implementing the responsible practitioner's orders; and enforcing applicable KDMC rules and regulations. The patient shall be responsible for keeping appointments and when unable to do so for any reason, for notifying the responsible practitioner or KDMC. Patients are responsible for recognizing the impact of their lifestyle on their personal health.
- The patient shall be responsible for his or her actions if treatment is refused and/or terminated or the practitioner's instructions are not followed.
- The patient shall be responsible for providing necessary information for insurance claims and for assuring that the financial obligations of healthcare are fulfilled as promptly as possible.
- The patient shall be responsible for following KDMC rules and regulations affecting patient care and conduct.
- The patient shall be responsible for being considerate of the rights of other patients and KDMC staff and for assisting in the control of noise and the number of visitors. The patient shall be responsible for being respectful of the property of other persons and of KDMC.
- The patient shall be responsible for adhering to KDMC's policy on tobacco products. KDMC is a tobacco-free facility and the patient shall be responsible for respecting the health needs of others.
- The patient shall be responsible for assuring that KDMC has a copy of their advance directive if he or she has one.

If you, or anyone else, wish to file a written or oral complaint about the quality of care given by this facility, you may do so by contacting:

Kentucky Cabinet for Health Services

Office of Inspector General, Division of Community Health

275 East Main Street 5E-A

Frankfort, Kentucky 40621

telephone: (502) 564-5497

fax: (502) 564-6546

If your concerns are not resolved at the hospital, you are encouraged to contact the Joint Commission on Accreditation of Healthcare Organizations (Joint Commission). You may contact the Joint Commission's Office of Quality Monitoring to report any concerns or register complaints by either calling 1-800-994-6610, or emailing complaint@jointcommission.org.