

STATEMENT OF PATIENT'S RIGHTS AND RESPONSIBILITIES

Every Patient has a right to:

1. Be informed about his/her rights and his/her health status.
2. Be involved in the development and implementation of his/her care plan, and participate in the resolution of any ethical questions arising in the course of his/her care.
3. Have his/her spiritual, religious and cultural needs recognized and respected.
4. Receive services free from discrimination based upon his/her race, color, religion, sex, national origin or source of payment.
5. Considerate and respectful care in a safe environment and provided by competent personnel.
6. Receive information, *from their Licensed Independent Practitioner*, necessary to give informed consent.
7. Formulate Advanced Directives, verbally or in writing, and have the Kansas City Orthopaedic Institute (KCOI) staff and practitioners comply with the Advanced Directives.
8. Refuse treatment to the extent of the law and be informed of the medical consequences of these actions.
9. Safety, security, and personal privacy.
10. Confidentiality of information relating to their own medical care program and his/her records.
11. Be free from the use of restraints/seclusion, unless clinically required.
12. Be free from verbal or physical abuse or harassment.
13. Effective pain management.
14. Access the information contained in his/her medical records within the limits of the state law.
15. Access to protective services when deemed necessary or requested.
16. Receive visitors whom he/she designates, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend, and has the right to withdraw or deny such consent at any time. The hospital may not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. Limitations may be placed on the number of visitors during a specific period of time; minimum age requirements for child visitors or clinically necessary restrictions or limitations on visitation. If restrictions are imposed, the hospital must clearly explain the reasons.

Every Patient is responsible for:

1. Following KCOI guidelines affecting patient care and the rights of other patients.
2. Interacting with the KCOI staff in a considerate and respectful manner.
3. Following the treatment plan recommended by his/her practitioner.
4. Providing, to the best of your knowledge, accurate and complete information about your health status and past medical history and reporting any unexpected changes to the appropriate practitioner.
5. Providing an adult to transport you home and an adult to be responsible for you at home for the first 24 hours after your procedure.
6. Indicating whether you clearly understand a contemplated course of action and what is expected of you.
7. Your actions if you refuse treatment, leave the facility against the advice of the practitioner, and/or do not follow the practitioner's instruction relating to your care.
8. Assuring that the financial obligations of your health care are fulfilled as expeditiously as possible.
9. Providing information and/or copies of any living will, power of attorney and other Advance Directives you wish us to follow.

Complaint Process

If the unlikely event that you should feel the need to file a complaint regarding the care or services received at KCOI, please use the following guidelines:

1. Any employee will gladly hear your verbal complaint, or accept your written complaint.
2. You may request to speak to the manager of the Patient Care Unit or the Senior Nursing Officer while being treated.
3. Mailed written complaint letters should be directed to the Quality Nurse Specialist.
4. You can expect a response within ten (10) working days to your complaint.
5. If so desired, you can bypass KCOI's complaint investigation process and direct your complaints directly to The Kansas Department of Health and Environment for investigation: **HotLine # 1-800-842-0078.**

PLEASE NOTE

The above process is for quality of care concerns. All billing questions or concerns should be directed to the Hospital Business Office at (913) 319-7633