



12850 Metcalf Ave., Overland Park, KS 66213

## Patient Bill of Rights and Responsibilities

**This Facility adopts and affirms as policy the following rights and responsibilities of patient/clients who receive services from our facility.**

This policy affords the patient and/or patient's appointed representative, the right to:

1. Receive respectful care given by competent personnel.
2. Upon request, be given the name of his attending physician, the names of all other practitioners directly participating in his or her care and the names and functions of other health care persons having direct contact with the patient.
3. Make informed health care decisions regarding his or her care. Each patient has the right to the information necessary to make treatment decisions reflecting the patient's wishes and to request a change in his physician or transfer to another health facility due to religious or other reasons.
4. Accept medical care, to refuse treatment to the extent permitted by state law and to be informed of the medical consequences of refusing treatment.
5. Formulate advance directives and appoint a surrogate to make health care decisions on the patient's behalf to the extent permitted by law and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
6. Assistance in obtaining consultation with another physician or practitioner at the patient's request and own expense.
7. Hospital services without discrimination based upon age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.
8. Access, request amendment to, and obtain information on disclosures of his or her health information, in accordance with law and regulation.
9. Examine and receive a detailed explanation of the patient's bill within a responsible period of time.
10. Be informed of the facility's policies regarding patient rights during the admission process.
11. Participate in the development and implementation of his or her plan of care.
12. Have a family member or representative of his or her choice and his or her own physician notified promptly of his or her admission to the hospital.
13. Personal privacy.
14. Receive care in a safe setting.
15. Be free from all forms of abuse or harassment. All patients have the right to be free from physical or mental abuse, and corporal punishment. All patients have the right to be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff. Restraint or seclusion may only be imposed to ensure the immediate physical safety of the patient, a staff member, or others and must be discontinued at the earliest possible time.
16. The confidentiality of his or her clinical records.
17. Receive information in a manner he or she understands.
18. Give or withhold informed consent to be recorded, filmed, or have other images taken for purposes other than his or her care.
19. Refuse to participate in research, investigation, or clinical trials, or to discontinue at any time when it jeopardizes his or her access to care, treatment, and services unrelated to the research.
20. Receive care in an environment that treats the patient in a dignified and respectful manner that supports his or her dignity.
21. Access protective and advocacy services.
22. The right to know the reasons for any proposed change in the Professional Staff responsible for his/her care.
23. The right to know the reasons for his/her transfer either within or outside of the hospital.
24. The relationship (s) of the hospital to other persons or organizations participating in the provision of his/her care.
25. The right to be informed of the source of the hospital's reimbursement for his/her services, and any limitations which may be placed upon his/her care.
26. The right to have pain treated effectively as possible.
27. A hospital must have written policies and procedures regarding the visitation rights of patients.
28. The patient's family has the right of informed consent for donation of organs and tissues.

**This policy requests that the patient and/or patient's appointed representative adhere to the following patient responsibilities:**

1. Provide information that facilitates your care, treatment, and services.
2. Ask questions or acknowledge when you do not understand the treatment course or care decision.
3. Follow directions, policies, rules, and regulations in place to support quality care and a safe environment.
4. Support mutual consideration and respect by maintaining civil language and conduct in interactions with staff and licensed independent practitioners.
5. Meet financial commitments.

**In the event that you feel that your rights have been violated or that you would like to voice a complaint, please contact the Patient Advocate at 913-685-1296 or the Kansas Department of Health & Environment at 800-842-0078 or HFAP (Healthcare Facilities Accreditation Program) at 312-202-8258 or Ombudsman @ [www.cms.hhs.gov/center/ombudsman.asp](http://www.cms.hhs.gov/center/ombudsman.asp). You may also request to submit your grievance to the Patient Advocate in writing or by requesting a grievance form and turning it into any BVH staff member. You will be contacted within 24 hours of notifying BVH of your complaint by the Patient Advocate for an interview. Following the interview your complaint/grievance will be investigated by the Patient Advocate and Director of Nursing whom will form a written response within 7 days to your complaint/grievance. In the event that the investigation has not been completed within 7 days then you will receive written correspondence notifying you of that with an estimated date that the investigation is expected to be completed. At the time of completion you will receive by mail the steps taken during the investigation and a response to how we will prevent the situation from occurring in the future.**