

## PATIENT RIGHTS

1. The patient has the right to communicate with persons inside and outside the facility.
2. The patient shall be fully informed by a provider of their medical condition unless medically contraindicated.
3. The patient shall have the opportunity to participate in the planning and implementation of their medical treatment and to request or refuse treatment and to refuse to participate in experimental research.
4. The patient is fully informed at the time of admission, and during their stay, of services available in the facility and of related charges, including any charges not covered under titles XVIII or XIX of the Social Security Act along with eligibility requirements of each program.
5. Individuals shall be accorded impartial access to treatment or accommodations available or medically indicated and the right of visitation regardless of race, creed, sex, national origin, gender identity, sexual orientation or disability.
6. The patient has the right to have a family member or representative or their own physician notified promptly of their admission to the hospital.
7. Each patient shall have the privilege of selecting their own physician. If the patient does not choose a physician, they will be given the name of the physician responsible for their care and shall be helped to contact the physician as requested.
8. The patient has the right to receive care in a safe setting and be free from all forms of abuse or harassment.
9. The patient is transferred or discharged only for medical reasons, for their health or that of other patients or for non-payment of his/her stay (except as prohibited by Title XVIII or XIX of the Social Security Act or the provisions of EMTALA).
10. The patient has the right to participate in their discharge planning, including being informed of service options that are available to the patient and a choice of agencies, which provide these services.
11. The patient is free from chemical and (except in emergencies) physical restraints unless authorized in writing by a physician for specified and limited period when necessary to protect the patient from injury to themselves or to others.
12. Patients shall not be subjected to seclusion as a means of behavior management, or for any reason. Pershing Health System does not utilize seclusion.
13. The patient is treated with consideration, respect and full recognition of his/her dignity and individuality, including privacy in treatment and in care of personal needs.
14. The patient may associate privately with persons of their choice in an area, which assures privacy, and may send and receive personal mail unopened. If patient cannot open mail, written consent by the patient or legal guardian shall be obtained to have all mail opened and read to him/her. Stationary, postage and writing implements are at the patient own expense.
15. If husband, wife, or domestic partner is a patient also, they shall be allowed the choice of sharing or not sharing a room unless either of the patients' physician determines this action would be medically contraindicated.
16. Telephones shall be accessible at all times to patients to make and receive calls and privacy shall be provided.
17. In the case of a patient adjudged incompetent under the laws of a State by a court of competent jurisdiction, the rights of the patient are exercised by the person appointed under the State Law to action on the patient's behalf.
18. In the case of a patient who has not been adjudged incompetent by the State court, only a legal-surrogate designated in accordance with State Law may exercise the patient's rights to the extent provided by State Law.
19. It is the right of patients and/or their families to present complaints concerning any aspect of service or care or operational issues. Names and telephone numbers and addresses of appropriate agencies shall be prominently displayed. Information shall be given in admission packets regarding how to file a grievance.
20. When patient brings personal possessions to the facility, an inventory list will be completed and placed on patient chart. The patient has the right to manage his/her financial affairs and will not be required to deposit personal funds with the facility.

21. The patient has the right to formulate an advance directive and to have hospital staff and practitioners who provide care in the hospital comply with the directives.
22. If the patient is entitled to Medicaid benefits, the patient shall be informed in writing, either at the time of admission or upon becoming eligible for Medicaid, of the items/services included under Medicaid and those which are not a Medicaid benefit but which are available, and the charge of each.
23. Notification of significant changes in medical condition and/or treatment shall be made immediately to patient and/or the appropriate responsible party. Notification will also be made promptly if there is a change in room assignment or any change in patient rights.
24. Each patient has the choice to participate in activities of social, religious or community groups both within and outside the facility unless medically contraindicated.
25. The patient has the right to access information contained in his or her medical record within a reasonable time frame. Free access to records may be obtained through our "Patient Portal." Patients may purchase copies of their medical record for a reasonable fee.
26. The patient's medical record shall remain confidential.
27. Patients have the right to receive, subject to the patient's consent, visitors designated by the patient. Patients have the right to withdraw or deny consent at any time. The patient may verbally designate a support person to exercise their rights. A support person can be a family member, friend or other individual who is at the hospital to support the patient during their stay. The support person has visitation privileges that are no more restrictive than those of immediate family.
28. The patient has the right to choose to perform services for the facility if indicated in the plan of care.

## **RESOLUTION OF GRIEVANCES**

It is the goal of Pershing Health System to render safe, appropriate and high quality care in a personalized way, evaluating and addressing the individualized needs of each patient. A multidisciplinary team under the medical direction of the attending physician carries out this evaluation and the development of plans of care and services.

It is recognized, however, that occasionally a patient or patient representative may be dissatisfied with some aspects of service, care or an operation issue. It is the right of the patient and/or patient representative to present verbal or written grievances. Pershing Health System encourages patients and patient representatives to address any concerns about the facility's policies, operations, care rendered, or any other areas of concern. Staff will address the concern and when needed, take appropriate corrective action. Each patient or patient representative making a grievance that is not resolved at the time of reporting will receive a written response that specifically addresses the complaint. Presenting a grievance does not compromise a patient's future access to health services or quality of care.

### **PROCEDURE FOR RENDERING A GRIEVANCE**

1. Patient and patient representatives are encouraged to participate in their care and voice complaints at the time problems occur.
2. The Risk Manager is the designated grievance person and may be contacted at extension 1127 during the office hours of 8:00 a.m. to 4:30 p.m., Monday through Friday or grievances may be submitted in writing to Pershing Health System, 130 E. Lockling Ave, Brookfield MO 64628.
3. Concerns that cannot be resolved through either of the above processes will be referred to the Grievance Committee for further investigation.
4. Patient and family members will be notified of grievance resolution by phone or letter within 7 working days.
5. The patient and/or patient representative may file a grievance directly with the Missouri Department of Health, P. O. Box 570, Jefferson City MO 65102. They may also be contacted directly at (573) 751-6303. It is the right of the patient and/or patient representative to lodge a grievance directly with the Missouri Department of Health regardless of whether he/she has first used Pershing Health System's grievance process.