

Neosho Memorial Regional Medical Center, a critical access hospital, respects the dignity and pride of each individual we serve. Every patient has the right to have his/her rights respected without regard to age, gender, disability, race, color, ancestry, citizenship, religion, pregnancy, national origin, medical condition, marital status, veteran status, payment source or ability, or any other basis prohibited by federal, state, or local law. Each patient or patient representative shall be informed of the patient's rights and responsibilities in advance of administering or discontinuing patient care. We adopt and affirm as policy the following rights of patient who receive services from our facilities:

Considerate and Respectful Care

- To receive ethical, high-quality, safe and professional care without discrimination
 - To be free from all forms of abuse and harassment
- To be treated with consideration, respect, and recognition of their individuality, including the need for privacy in treatment. This includes the right to request the facility provide a person of one's own gender to be present during certain parts of physical examinations, treatments, or procedures performed by a health professional of the opposite sex, except in emergencies, and the right not to remain undressed any longer than is required for accomplishing the medical purpose for which the patient was asked to undress

Information regarding Health Status and Care

- To be informed of his/her health status in terms that patient can reasonably be expected to understand, and to participate in the development and the implementation of his/her plan of care and treatment
- The right to be informed of the names and functions of all physicians and other health care professionals who are providing direct care to the patient
- The right to be informed about any continuing healthcare requirements after his/her discharge from the hospital. The patient shall also have the right to receive assistance from the physician and appropriate hospital staff in arranging for required follow-up care after discharge
- To be informed of risks, benefits, and side effects of all medications and treatment procedures
- To be informed of all appropriate alternative treatment procedures
- To be informed of the outcomes of care, treatment and services
- To appropriate assessment and management of pain
- To be informed if the hospital has authorized other healthcare and/or educational institutions to participate in the patient's treatment. The patient shall also have a right to know the identity and

function of these institutions, and may refuse to allow their participation in his/her treatment

Decision Making and Notification

- To choose a person to be his/her healthcare representative and/or decision maker. The patient may also exercise his/her right to exclude any family members from participating in his/her healthcare decisions
- To have a family member, chosen representative and/or his or her own physician notified promptly of admission to the hospital
 - To request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate
- To formulate advance directives and have hospital staff and practitioners who provide care in the hospital comply with these directives
 - To leave the healthcare facility against your physician's advice to the extent permitted by law

Access to Services

- To receive, as soon as possible, the services of a translator and/or interpreter, telecommunications devices, and any other necessary services or devices to facilitate communication between the patient and the hospitals' healthcare personnel
- To bring a service animal into the facility, except where service animals are specifically prohibited pursuant to facility policy (e.g., operating rooms, patient units where a patient is immunosuppressed, or in isolation)
 - To pastoral counseling and to take part in religious and/or social activities while in the hospital, unless your doctor thinks these activities are not medically advised
- To safe, secure, and sanitary accommodation and a nourishing, well balanced, and varied diet
- To access people outside the facility by means of verbal and written communication
 - To have accessibility to facility buildings and grounds. Neosho Memorial Regional Medical Center recognizes the Americans with Disabilities Act, a wide-ranging piece of legislation
 - To a prompt and reasonable response to questions and requests for service
- To request a discharge planning evaluation

to know, upon request and in advance of treatment,

Access to Medical Records

- To have his/her medical records, including all computerized medical information, kept confidential and to access information within a reasonable timeframe. The patient may decide who may receive copies of the records except as required by law
- Upon leaving the healthcare facility, patients have the right to obtain copies of their medical records

Ethical Decisions

- To participate in ethical decisions that may arise in the course of care including issues of conflict resolution, withholding resuscitative services, and foregoing or withdrawal of life sustaining treatment
- If the healthcare facility or its team decides that the patient's refusal of treatment prevents him/her from receiving appropriate care according to ethical and professional standards, the relationship with the patient may be terminated

Protective Services

- To access protective and advocacy services
- To be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff
- The patient who receives treatment for mental illness or developmental disability, in addition to the rights listed herein, has the rights provided by any applicable state law
- To all legal and civil rights as a citizen unless otherwise prescribed by law
- To an impartial review of alleged violations of patient rights
- To expect emergency procedures to be carried out without unnecessary delay
- To give consent to a procedure or treatment and to access the information necessary to provide such consent
- To not be required to perform work for the facility unless the work is part of the patient's treatment and is done by choice of the patient
- To file a complaint with the Department of Health or other quality improvement, accreditation or other certifying bodies if he/she has a concern about patient abuse, neglect, misappropriation of a patient's property in the facility, or other unresolved complaint, patient safety, or quality concern

Payment and Administration

- To examine and receive an explanation of the patient's healthcare facility's bill regardless of source of payment, and may receive upon request, information relating to the availability of known financial resources
- A patient who is eligible for Medicare has the right

that of other persons in the facility

whether the healthcare provider or healthcare facility accepts the Medicare assignment rate

- To receive, upon request, prior to treatment, a reasonable estimate of charges for medical care
- To be informed in writing about the facility policies and procedures for initiation, review, and resolution of patient complaints, including the address and telephone number of where complaints may be filed

Additional Patient Rights

- Except in emergencies, the patient may be transferred to another facility only with a full explanation of the reason for transfer, provisions for continuing care, and acceptance by the receiving institution
- To get the opinion of another physician, including specialists, at the request and expense of the patient
- To wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment
- To request pet visitation except where animals are specifically prohibited pursuant to the facility's policies (e.g., operating rooms, patient units where a patient is immunosuppressed, or in isolation)

PATIENT RESPONSIBILITIES

The care a patient receives depends partially on the patient him/herself. Therefore, in addition to the above rights, a patient has certain responsibilities. These should be presented to the patient in the spirit of mutual trust and respect.

- To provide accurate and complete information concerning his/her health status, medical history, hospitalizations, medications, and other matters related to his/her health
- To report perceived risks in his/her care and unexpected changes in his/her condition to the responsible practitioner
- To report comprehension of a contemplated course of action and what is expected of the patient, and to ask questions when there is a lack of understanding
- To follow the plan of care established by his/her physician, including the instructions of nurses and other health professionals as they carry out the physician's orders
- To keep appointments or notifying the facility or physician when he/she is unable to do so
- To be responsible for his/her actions should he/she refuse treatment or not follow his/her physician's orders
- To assure that the financial obligations of his/her healthcare is fulfilled as promptly as possible
- To follow facility policies, procedures, rules, and regulations
- To be considerate of the rights of other patients and facility personnel
- To be respectful of his/her personal property and

- To help staff assess pain, request relief promptly, discuss relief options and expectations with caregivers, work with caregivers to develop a pain management plan, tell staff when pain is not relieved, and communicate worries regarding pain medication
- To inform the facility of a violation of patient rights or any safety concerns, including perceived risk in his/her care and unexpected changes in their condition

PATIENT VISITATION RIGHTS

Neosho Memorial Regional Medical Center recognizes the importance of family, spouses, partners, friends, and other visitors in the care process of patients. We adopt and affirm as policy the following visitation rights of patients/clients who receive services from our facilities:

- To be informed of their visitation rights, including any clinical restriction or limitation of their visitation rights
- To designate visitors, including but not limited to a spouse, a domestic partner (regardless of gender), family members, and friends. These visitors will not be restricted or otherwise denied visitation privileges on the basis of age, race, color, national origin, religion, gender, gender identity, gender expression, sexual orientation, or disability. All visitors will enjoy full and equal visitation privileges consistent with any clinically necessary or other reasonable restriction or limitation that facilities may need to place on such rights in accord with the patient's wishes
- To receive visits from your attorney, physician, or clergyman at any reasonable time
- To speak privately with anyone he/she wishes (subject to hospital visiting regulations) unless a doctor does not think it is medically advised
- To refuse visitors
- Media representatives and photographers must contact the hospital spokesperson for access to clinical areas of the hospital

Discrimination is Against the Law

Neosho Memorial Regional Medical Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, age, disability, sex, ancestry, citizenship, religion, pregnancy, national origin, medical condition, marital status, payment source or ability, protected veteran status or any other basis prohibited by federal, state or local law.

Neosho Memorial Regional Medical Center provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters

- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If a patient needs these services, contact Kim McCracken, RN, Patient Advocate/Civil Rights Coordinator, at 620-432-5333. If you believe that Neosho Memorial Regional Medical Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Kim McCracken, RN
 Patient Advocate / Civil Rights Coordinator
 629 S. Plummer, PO Box 426 Chanute, KS 66720
 Phone: 620-432-5333
 TTY: 620-431-6587
 Fax: 620-431-7556
 Email: Kimberly_McCracken@nmrmc.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Kim McCracken, RN, Patient Advocate/Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
 200 Independence Avenue, SW
 Room 509F, HHH Building
 Washington, D.C. 20201
 1-800-368-1019, 800-537-7697 (TDD)
 Complaint forms are available at
<http://www.hhs.gov/ocr/office/file/index.html>

RESOLUTION OF COMPLAINTS

It is the goal of the staff of Neosho Memorial to address any complaints as quickly as possible. The easiest way to do this is by telling your nurse. If the patient or representative is uncomfortable telling the nurse, call the unit director or house supervisor.

There may be a time when the patient has an issue that cannot be resolved promptly by staff. Our Patient Advocate staff is available to help.

NMRMC Patient Advocate
 629 S. Plummer, PO Box 426, Chanute, KS 66720
 620-432-5333

Patients have the right to lodge a grievance with the Kansas Department of Health and Environment directly regardless of whether the hospital's grievance process is used.

Referral of Medicare beneficiaries' concerns regarding quality of care or premature discharge should be directed to:

Kansas Department of Health and Environment
Bureau of Health Facilities

Kansas Foundation for Medical Care, Inc.
2947 S.W. Wanamaker Drive, Topeka, KS 66614-4193
1-800-432-0407

INTERPRETERS AVAILABLE

You have access to interpretation services 24/7 at no personal cost to you.
This chart includes languages commonly spoken in our community; additional languages are available.

English: Do you speak [language]? We will provide an interpreter at no personal cost to you.

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| Spanish Español | ¿Habla español? Le proporcionaremos un intérprete sin costo alguno para usted. | Nakapagsasalita ka ba ng Tagalog? Magbibigay kami ng tagasalin nang wala kang personal na babayaran. | Tagalog Tagalog |
| Vietnamese Tiếng Việt | Quý vị nói được tiếng Việt không? Chúng tôi sẽ cung cấp một thông dịch viên miễn phí cho quý vị. | Parlez-vous français ? Nous vous fournirons gratuitement un interprète. | French Français |
| Mandarin 中文 | 您讲国语吗？我们将免费为您提供翻译。 | 日本語を話しますか？個人的な負担なしで通訳を提供致します。 | Japanese 日本語 |
| German Deutsch | Sprechen Sie Deutsch? Wir stellen Ihnen unentgeltlich einen Dolmetscher zur Verfügung. | Вы говорите по-русски? Мы абсолютно бесплатно предоставим вам переводчика. | Russian Русский |
| Korean 한국어 | 한국어를 사용하십니까? 무료로 통역 서비스를 제공해 드리겠습니다. | Koj puas yog hais Lus Hmoob? Peb yuav muaj ib tug neeg txhais lus rau koj uas koj tsis tau them nqi. | Hmong Hmoob |
| Lao ພາສາລາວ | ເຈົ້າເວົ້າພາສາລາວບໍ່? ພວກເຮົາຈະຈັດຜູ້ແປພາສາໃຫ້ໂດຍທໍາມານບໍ່ຕ້ອງເສຍຄ່າ. | فارسی صحبت می کنید؟ یک مترجم شفاهی رایگان در اختیار شما قرار خواهیم داد. | Persian |
| Arabic اللغة العربية | هل تتحدث اللغة العربية؟ سوف نوفر لك مترجماً فورياً بدون أي تكلفة عليك. | Je, unazungumza Kiswahili? Tutakupatia mkalimani bila gharama yoyote kwako. | Swahili Kiswahili |
| Burmese မြန်မာ | သင် မြန်မာစကား ပြောပါသလား။ ကျွန်ုပ်တို့ စကားပြန် တစ်ဦးကို သင့်အတွက် ကုန်ကျစရိတ် မရှိစေပဲ ပေးပါလိမ့်မည်။ | Та Монголоор ярьдаг уу? Бид танд үнэ төлбөргүй орчуулагч олж өгнө. | Mongolian Монголоор |
| Cantonese 粵語 | 您講粵語嗎？我們將免費為您提供翻譯。 | | American Sign Language (ASL) |

Neosho Memorial Regional Medical Center - 620-431-4000

