

Patient Rights & Responsibilities

King's Daughters Medical Center recognizes and supports the fundamental legal and personal rights of patients which include their rights to considerate care that safeguards dignity and respects their cultural, psychosocial and spiritual values.

Effective healthcare requires open communication, respect for personal and professional values, sensitivity to differences and collaboration between patients, physicians and other healthcare professionals.

King's Daughters Medical Center will provide all patients the right to participate in treatment decisions, actions and concerns pertinent in providing their care. In turn, the medical center staff expects responsible and cooperative behavior on the part of patients, relatives and visitors.

As A Patient, You Have The Right To:

- considerate and respectful care at all times and under all circumstances with recognition of your personal dignity.
- have your expressed personal, cultural and spiritual values and beliefs considered when treatment decisions are made.
- know the identity and professional status of persons providing service to you and to know which physician or other practitioner is primarily responsible for your care.
- receive complete and current information concerning your diagnosis, treatment and prognosis in terms you can understand. The explanation should include a description of the nature and purpose of the procedure or treatment, possible benefits, known serious side effects, risks or drawbacks, problems related to recovery, likelihood of success, alternative procedures or treatments, and costs (particularly expenses that will be your responsibility). When it is not medically advisable to give such information to the patient, the information should be made available to a legally authorized individual.
- participate with your physician and other healthcare providers in planning your healthcare treatment.

- accept or refuse any procedure, drug or treatment and to be informed of the possible consequences of any such decision.
- make advance treatment decisions and to have them honored.
- appoint a person to make healthcare decisions on your behalf in the event you lose the capacity to do so.
- expect that any discussion or consultation involving your care will be conducted discreetly and that individuals not directly involved in this care will not be present without permission.
- have all communications and records related to your care kept confidential.
- not to be discriminated against because of race, color, religion, sex, age, national origin, sexual preference, disability or source of payment.
- request, at your own expense, the right to consult with a specialist.
- request consultation regarding ethical issues surrounding your care from the medical center's Ethics Committee and other appropriate sources.
- be transferred to another facility only after having received complete information and explanation concerning the need for and alternative to such a transfer (the facility to which you will be transferred must first accept the transfer).
- not be subjected to any procedures/treatment without your voluntary, competent and understanding consent, or that of your legally authorized representative.
- refuse treatment to the extent permitted by law and to be informed of the medical consequences of those actions. However, refusal of treatment by the patient or his/her legally authorized representative prevents the provision of appropriate care in accordance with professional standards, the relationship with the patient.

**KING'S
DAUGHTERS**
MEDICAL CENTER

Taking Medicine Further

- be informed by a responsible caregiver about continuing healthcare requirements after you are discharged from the medical center.
- examine your bill and to receive an explanation of the charges.
- be informed of medical center policies, procedures, rules and regulations applicable to the patient's conduct.
- ask and be informed of the existence of business relationships among the medical center, educational institutions, other healthcare providers or payers that may influence your treatment and care.
- timely notice prior to termination of your eligibility for reimbursement by any third-party payor for the cost of your care.

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 extension 4146. After hours, weekends and holidays, notify the patient care administrative coordinator at (606) 327-4495 or extension 4490. You may call the medical center at (606) 327-4000 and an operator will assist you.

As A Patient, You Have The Responsibility To:

- provide to the best of your knowledge, accurate and complete information relating to your health status.
- report any unexpected changes in your condition to the responsible physician and/or practitioner.
- follow the treatment plan recommended by the physician and/or practitioner primarily responsible for your care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care, implement the responsible practitioner's orders, and enforce the applicable hospital rules and regulations.

And As A Patient, You Have The Responsibility For:

- your actions, if treatment is refused and/or terminated or the physician's and/or practitioner's instructions are not followed.
- assuring that the financial obligations of healthcare are fulfilled as promptly as possible.
- following medical center rules and regulations affecting patient care and conduct.
- being considerate of the rights of other patients and medical center staff including assisting in the control of noise, smoking and number of visitors.
- being respectful of the property of other persons and of the medical center.
- keeping appointments and when you are unable to do so for any reason, for notifying the responsible practitioner or the hospital.
- informing and providing hospital of advance directives and the appointment of a surrogate on your behalf.
- reporting whether you clearly understand the planned course of action/treatment and what is expected of you.

As Healthcare Providers, We Have The Responsibility To:

- inform patients that relief of pain is an important part of their care and respond quickly to reports of pain.
- ask patients on interview and as part of regular assessments to describe their pain.
- work together with all patients and other healthcare providers to set goals for pain relief when necessary and achieve those goals.
- change the plan of care for patients when pain relief is not satisfactory.