

**GRAHAM COUNTY HOSPITAL  
HILL CITY, KANSAS  
RIGHTS AND RESPONSIBILITIES OF PATIENTS**

**POLICY:** The basic rights of patients including neonate, child, adolescent and/or their guardian; for independence of expression, decision, actions, and concern for personal dignity and human relationships shall be respected and observed. In providing care, reasonable and responsible behavior on the part of patients, their relatives and friends are expected at all times.

**PATIENT RIGHTS:**

**Access to Care**

To assure individuals shall be accorded impartial access to treatment or accommodations that are available or medically indicated, regardless of race, creed, sex, national origin, or sources of payment for care.

**Respect and Dignity**

To assure the patient considerate, respectful care at all times and under all circumstances, with recognition of his/her personal dignity.

**Exercise of Rights**

The patient has the right to have a family member or representative of his/her choice and his/her own physician notified promptly of his/her admission to the hospital. The patient has the right to be informed and formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.

**Personal Safety**

To assure the patient reasonable safety insofar as hospital practices and environment are concerned and to be placed in protective privacy when considered necessary for personal safety.

**Identity**

To provide the patient with the identity and professional status of individuals providing service to him/her or primarily responsible for his/her care.

**Information**

To provide information to the patient or his/her legally authorized representative, from the practitioner responsible for coordinating his/her care, concerning his/her diagnosis, treatment or prognosis, in terms the patient can reasonably be expected to understand.

**Communication**

To assure the patient right of access to people outside the hospital by means of visitors, and/or verbal and written communication. To provide the patient with an interpreter where language barriers exist. To assure access to appropriate educational services for each child or adolescent patient when the treatment necessitates a significant absence

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from school and that these services meet the child or adolescent patient's treatment needs and to provide continuity in the educational process.

**Consultation**

The patient at his/her own request and expense, has the right to consult with a specialist.

**Hospital Charges**

When requested by the patient, and within a reasonable period of time, an itemized bill for services rendered in the hospital will be provided.

**Consent**

The patient has the right to reasonable informed participation in decisions involving his/her health care. To the degree possible, this should be based on a clear, concise explanation of his/her condition and of all proposed technical procedures, including the possibilities of any risk of mortality or serious side effect, problems related to recuperation, and probability of success. The patient should not be subjected to any procedure without his voluntary, competent, and understanding consent or the consent of legally authorized representative. Where medically significant alternatives for care or treatment exists, the patient shall be informed. The patient has the right to know who is responsible for authorizing and performing the procedures or treatment. The patient shall be informed if the hospital proposes to engage in or perform human experimentation or other research/educational projects affecting his/her care or treatment; the patient has the right to refuse to participate in any such activity.

**Transfer and Continuity of Care**

When transfer to another facility is required, the patient shall be informed of such transfer. Any continuing health care requirements following discharge from the hospital shall be conveyed to the patient. To assure that whenever a neonate, child or adolescent patient is transferred from one setting to another i.e. intra-organization, inter-organization, or discharge, the patient's need for continuing treatment, continuing education, and support from normal development is assessed. When a need is identified, available resources are determined, referrals are recommended, and the transfer for the neonate, child, or adolescent to other appropriate programs is facilitated.

**Hospital Rules and Regulations**

Patients will be informed of hospital rules and regulations applicable to his/her conduct as a patient. Patients will be informed about the hospital's mechanism for the initiation, review, and resolution of patient complaints.

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**Privacy and Confidentiality**

The patient has the right within the law to personal and informational privacy, as manifested by the following rights:

- To refuse to talk with or see anyone not officially connected with the hospital, including visitors, or persons officially connected with the hospital but not directly involved in his/her care.
- The patient may wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment.
- To assure that the patient is interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy. This includes the right to have a person of one's own sex present during certain parts of a physical examination, treatment, or procedure performed by a health professional of the opposite sex and the right not to remain disrobed any longer than is required for accomplishing the medical purpose for which the patient was asked to disrobe.
- To assure that any discussion or consultation involving his/her case will be conducted discreetly and that individuals not directly involved in his/her care will not be present without his/her permission.
- To assure that the patient's medical record is read only by individuals directly involved in his/her treatment or in the monitoring of its quality. Other individuals can only read his/her medical record on his/her written authorization or that of his/her legally authorized representative.
- To assure that all communication and other records pertaining to the patients' care, including the source of payment for treatment, be treated as confidential.
- To request a transfer to another room if another patient or visitor in the room is unreasonably disturbing him/her.

**Restraints**

The patient has the right 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 term "restraint" includes either a physical restraint or a drug that is being used as a restraint.

**Grievances**

The patient or their representative has a right to file a grievance with the hospital concerning his/her care. The grievance can be filed by phone (785-421-2121) or in writing with the Corporate Compliance Officer, the Nurse in charge, the Director of Nursing, any Department Head, the Risk Manager or the Administrator. All grievances will be investigated by the facility and a resolution will be reported in writing to the patient or his/her representative within 10 days. The patient or their representative has the right to file a complaint with the State agency (1-800-842-0078) as well as or instead of the hospital's grievance process. (Refer to Appendix A – Grievance Reporting Form)

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**Visitation**

The patient or their representative, has the right, subject to his/her consent, to receive the 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. The patient has the right to withdraw or deny such consent at any time. Visitation privileges can not be restricted, limited, or otherwise denied on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability unless the patient is informed of any clinical restriction or limitations to this right. All visitors must be ensured of full and equal visitation privileges consistent with patient preferences.

**PATIENT RESPONSIBILITIES:**

A patient has the responsibility to provide, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his/her health. He/she has the responsibility to report unexpected changes in his/her condition to the responsible practitioner. A patient is responsible for making it known whether he/she clearly comprehends a contemplated course of action and what is expected of him/her.

A patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for his/her care. This may include following instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders, and as they enforce the applicable hospital rules and regulations. The patient is responsible for keeping appointments and when he/she is unable to do so for any reason, for notifying the responsible practitioner or the hospital.

The patient is responsible for his/her actions if he/she refused treatment or does not follow the practitioner's instructions.

The patient is responsible for assuring that the financial obligations of his/her health care are fulfilled as promptly as possible.

The patient is responsible for following hospital rules and regulations affecting patient care and conduct.

The patient is responsible for being considerate of the rights of other patients and hospital personnel, and for assisting in the control of noise, smoking, and the number of visitors. The patient is responsible for being respectful of the property of other persons and of the hospital.

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The patient has the right to a dignified existence, self-determination, and communication with and access to persons and services inside and outside of the Graham County Hospital. Graham County Hospital must protect and promote the rights of each patient, including each of the following:

1. Notice of rights and services. Be informed in language that he/she can understand of his/her total health status, including but not limited to his/her medical condition.
2. The patient has the right to refuse treatment, to refuse to participate in experimental research, and to formulate an advanced directive.
3. Graham County Hospital must inform each patient who is entitled to Medicaid benefits, in writing, at the time of admission to the Graham County Hospital, or when the patient becomes eligible for Medicaid; Inform each patient when changes are made to the items and services. Graham County Hospital must inform each patient before, or at the time of admission, and periodically during the patient's stay, of services available in the Graham County Hospital and of charges for those services, including any charges for services not covered under Medicare or by the Graham County Hospital's per diem rate.
4. Free Choice. May choose a personal attending physician; if that MD cannot care for the patient, Graham County Hospital must assist patient to find another MD.
5. The patient must be fully informed in advance about care and treatment and of any changes in that care or treatment that may affect the patient's well being. Includes risks and benefits, and reasonable available alternatives.
6. Unless adjudged incompetent or otherwise found to be incapacitated they may participate in planning care and treatment or changes in care and treatment. Have evidence the patient participated in care planning.
7. Privacy and Confidentiality. The patient has the right to personal privacy and confidentiality for his or her personal and clinical records and Graham County Hospital must observe and document any violations of privacy.
8. Work. The patient has the right to refuse to perform services for the Graham County Hospital; perform services for the Graham County Hospital, if he or she chooses, when the Graham County Hospital has documented the need or desire for work in the plan of care.

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9. Mail. The patient has the right to privacy in written communication, including the right to: send and promptly receive mail that is unopened; and have access to stationary, postage, and writing implements at the patient's own expense. Mail will be received unopened and mailed within 24 hours.
10. Access and visitation rights. The patient has the right and the Graham County Hospital must provide immediate access to any patient by the following: any representative of the Secretary; subject to the patient's right to deny or withdraw consent at any time, immediate family or other relatives of the patient.
11. Personal Property. The patient has the right to retain and use personal possessions, including some furnishings, and appropriate clothing, as space permits, unless to do so would infringe upon the rights or health and safety of other patients.
12. Married Couples. The patient has the right to share a room with his or her spouse when married patients live in the same facility and both spouses consent to the agreement.
13. Admission, Transfer, and Discharge rights: Patients have the right to transfer and discharge: Transfer and discharge includes movement of a patient to a bed outside of the Graham County Hospital whether that bed is in the same physical plant or not. Transfer and discharge does not refer to movement of a patient to a bed within the Graham County Hospital.
14. Transfer and Discharge requirements. Graham County Hospital must permit each patient to remain in the facility, and not transfer or discharge the patient from the facility unless: the transfer or discharge is necessary for the patient's welfare and the patient's needs cannot be met; the transfer or discharge is appropriate because the patient's health has improved; the safety of the individuals in the Graham County hospital is endangered or the health of individuals in the Graham County Hospital would otherwise be endangered.
15. Documentation. When the Graham County Hospital transfers or discharges a patient...the patient's clinical documentation must be made by the patient's physician.
16. Notice before transfer. Before the Graham County Hospital transfers or discharges a patient, the Graham County Hospital must: notify the patient in writing, and in a language and manner they understand, record the reasons in the patient's clinical record.

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17. Timing of Notice. Notice must be made by the Graham County Hospital at least 30 days before the patient is transferred or discharged. Notice may be made as soon as practicable before transfer or discharge when the safety, health, or patient's health improves; or a patient has not resided in the hospital for 30 days. Timing of notice will be 30 days unless meets other specified rationale.
18. Contents of the Notice. The written notice must include the following; the reason for, the effective date, location transferred or discharged to, a statement that the patient has the right to appeal, the name, address, and telephone number of ombudsman (785-296-3981). For the hospital patients with developmental disabilities, the mailing address and telephone number of the agency responsible for the protection and advocacy of developmentally disabled individuals. For hospital patients who are mentally ill, the mailing address and telephone number of the agency responsible for the protection and advocacy of mentally ill individuals established under the Protection and Advocacy for Mentally Ill Individuals Act is the SRS at 3000 Broadway, Hays, KS 67601 or call (785-628-1066 or 1-800-922-5330).
19. Orientation for transfer or discharge. Graham County Hospital must provide sufficient preparation and orientation to patients to ensure safe and orderly transfer or discharge.
20. Restraints. The patient has the right to be free from any physical or chemical restraints imposed for purposes of discipline or convenience, and not required to treat the patient's medical symptoms. Physical and chemical restraints: must be care planned, Graham County Hospital should explain negative outcomes and restraint use, if restrained-what medical symptoms lead to use of restraints; are the symptoms caused because of failure to meet patient's needs; did the hospital use aggressive rehab/restorative care; did the hospital provide meaningful activities; can causes be removed; the hospital must use the least restrictive restraints for the least amount of time; the hospital will reevaluate the need for the restraints, and make efforts to eliminate use and maintain resident's strength and mobility.
21. Abuse. The patient has the right to be free from verbal, sexual, physical, and mental abuse, corporal punishment, and involuntary selection.

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22. Grievances. The patient or their representative has a right to file a grievance with the hospital concerning his/her care. The grievance can be filed by phone (785-421-2121) or the Nurse in Charge, the Director of Nursing, any Department Head, the Risk manager or the Administrator. All grievances will be investigated by the hospital and a resolution will be reported in writing to the patient or his/her representative within 10 days. The patient or their representative has the right to file a complaint with the State agency (1-800-842-0078) as well as or instead of the hospital's grievance process. (Refer to Appendix A – Grievance Reporting Form)
  
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