

PATIENT NOTICES

Patient Rights & Responsibilities

The Mission of St. Claire HealthCare is to proclaim God's goodness through a healing ministry to the people of Eastern Kentucky. Through living our mission, we emphasize the importance of human dignity and social justice. The respect for human dignity and social justice includes respecting your rights as a patient. Below are your **Patient Rights and Responsibilities**.

Patient Rights

St. Claire HealthCare believes that as a patient, you have the right to:

- Considerate and respectful care and to be free from all forms of abuse and harassment.
- Receive considerate, respectful and compassionate care regardless of your age, gender, race, religion, national origin, physical or mental disability, sexual orientation, culture, language or ability to pay.
- Be well informed about illness, possible risks, benefits, alternatives and treatment outcomes. You have the right to discuss this information with your healthcare provider and to know the name of the person treating you. You have the right to consent or decline to take part in experimental research that affects your care.
- Participate in the development and implementation of the plan of care and in the decision about receiving or refusing care. You have the right to have your advance directives followed, provided they are not in conflict with St. Claire HealthCare's philosophy and policies.
- Receive the care that is necessary for proper diagnosis and treatment of your illness or injury. You have the right to receive information about pain and its relief, and to receive a response to reports of pain.
- Expect that our healthcare facility and those caring for you will respect your personal privacy and keep information about your medical care confidential. You have the right to expect that treatment records are confidential unless you have given permission to release information or reporting as required or permitted by law.
- Be free from seclusion and restraints of any form that is not medically necessary or is needed to ensure your physical safety.
- Review your medical records and disclosures of health information, request amendment to, and obtain copies, with some exceptions, in accordance with law and regulation.
- Receive answers to questions about fees and expenses. When possible, you will be told if recommended services are not covered by payers.
- Know our healthcare policies that apply to your conduct as a patient.
- Be informed about available resources for resolving disputes, grievances and conflicts, such as the Ethics Committee and Director of Patient Experience.
- Receive the visitors whom you designate, whether a spouse, a domestic partner, another family member, or a friend, and withdraw or deny such consent at any time. Visitors may be restricted in an emergency or in other treatment situations.

Patient Responsibilities

St. Claire HealthCare believes as a patient, you have the responsibility to:

- Be respectful to all caregivers and other staff members.
- Be considerate of other patients and visitors and to assist in the control of noise and number of visitors in your room.
- Provide information about your health, including past illnesses, hospital stays, and the use of medicines and supplements. You are responsible for asking questions when you do not understand information or instructions.
- Follow the treatment plan prescribed by your healthcare provider and for indicating whether or not you clearly understand the possible outcome.
- Accept the consequences if you refuse treatment or do not follow the healthcare provider's instructions.
- Provide information for insurance and for working with St. Claire HealthCare to arrange payment.
- Follow St. Claire HealthCare rules that affect your care and conduct.
- Be respectful of the property of others and of the St. Claire HealthCare facility.

Children and Adolescents: Minors have the same rights and responsibilities as adult patients. To the extent they can comprehend and participate, minors should be included in their plan of care. Parents or guardians execute the patient's rights and responsibilities on behalf of the minor and receive needed information concerning the minor. Questions concerning care or other issues may be addressed to the healthcare provider by the parent/guardian.

Prisoners: Prisoners, by virtue of their incarceration, have restrictions placed upon the rights as outlined herein. In order to provide for the security and safety of other patients, SCH staff and correctional facility employees, special security measures are observed while providing care to prisoners. Unless otherwise prohibited, all Rights and Responsibilities are in effect for prisoners.

Complaints, Safety or Quality Concerns

St. Claire HealthCare encourages you to be involved in your care and openly communicate any concerns with us. If you have a concern, or complaint, about patient care or safety, if there has been a noticeable medical change, or if you have serious concerns on how care is being given, we encourage you to share this directly in one of the following ways:

1. Discuss your concern with those providing the care or services.
2. Speak with the Manager or Director of the department.
3. As a patient in our hospital, call extension 0 (zero) and/or place your call light on. The operator will ask for the name of the caller, room number, patient name and patient concern. A hospital representative will be alerted to assess the situation.

One of your rights is to initiate a formal complaint if you feel that any of your rights have been violated or you have concerns regarding your care or safety. You may file a complaint by phone or in writing by contacting the Director, Patient Experience at St. Claire HealthCare, 222 Medical Circle, Morehead, KY 40351, 606.783.6591. The Director, Patient Experience or designee will contact you upon receipt of the complaint.

You also have the right to file a complaint with the state survey agency or The Joint Commission, regardless of whether or not you choose to first contact St. Claire HealthCare. You may reach the state survey agency at the Kentucky Cabinet for Health and Family Services, Division of Healthcare Facilities and Services, P.O. Box 12250, Lexington, KY 40582, 859.246.2301. Or, you may reach The Joint Commission at One Renaissance Boulevard, Oakbrook Terrace, IL 60181, 1.800.994.6610.

Thank you for choosing St. Claire HealthCare. We will do everything we can to make your stay as comfortable and pleasant as possible.



St. Claire HealthCare is Tobacco-Free

St. Claire HealthCare is proud to be a Tobacco-Free organization effective November 20, 2008. This requires patients, visitors, staff and physicians to refrain from using tobacco products anywhere inside or outside of any St. Claire HealthCare facilities.

Nondiscrimination Policy

Discrimination is Against the Law. St. Claire HealthCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. St. Claire HealthCare does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. St. Claire HealthCare:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters.
- Provides free language services to people whose primary language is not English, such as qualified interpreters.

If you need these services, contact the nursing coordinator at 606.776.3318. If you believe that St. Claire HealthCare 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: Tamara Brandenburg, Manager, Risk/Patient Safety/Privacy Officer, 222 Medical Circle, Morehead, KY 40351, 606.783.6597 phone, 606.783.6598 fax, tbrandenburg@st-claire.org. You can file a grievance in person or by mail, fax or email. 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>.

Proficiency of Language Assistance Services

ATTENTION: If you speak [insert language], language assistance services, free of charge, are available to you. Call 1.606.776.3318.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.606.776.3318.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1.606.776.3318.

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1.606.776.3318.

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1.606.776.3318.

مقرب لصتا ناجملاب لفل رفاوتت هيوغللا ددعاسمل تامدخ ناف، ءغللا ركذا نحدثت تنك اذا **تظوحلم** 1.606.776.3318 (مدر)

AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel 1.606.776.3318.

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1.606.776.3318.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1.606.776.3318.

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。1.606.776.3318.

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1.606.776.3318.

KUMBUKA: Ikiwa unazungumza Kiswahili, unaweza kupata, huduma za lugha, bila malipo. Piga simu 1.606.776.3318.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1.606.776.3318.

FAKATOKANGA'I: Kapau 'oku ke Lea-Fakatonga, ko e kau tokoni fakatonu lea 'oku nau fai atu ha tokoni ta'etotongi, pea teke lava 'o ma'u ia. Telefoni mai 1.606.776.3318.

MERK: Hvis du snakker norsk, er gratis språkassistanstjenester tilgjengelige for deg. Ring 1.606.776.3318.

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1.606.776.3318.

SCH is Legally Obligated to Serve the Community

- St. Claire HealthCare is required by law to make our services available to all people in the community.
- St. Claire HealthCare is not allowed to discriminate against a patient because of race, sex, religion, or national origin, or because a patient is covered by a program such as Medicaid or Medicare.
- St. Claire HealthCare must not deny emergency services to a person who needs them but cannot pay for them.

Medicare and Medicaid — How to Apply?

MEDICARE: Medicare is an insurance program designed and ran by the government. It is also called Title 18. To apply, go to your nearest social security office.

MEDICAID: Medicaid is an assistance program administered by individual states. It is also called Title 19. To apply, call your state or local public assistance or social services office.

We will be more than happy to assist you with this process. Please ask any staff member to call our social services staff.

Attention

- Licensed physician assistants practice medicine at this location.
- If you have waited longer than 30 minutes after your appointment time, please see the receptionist.