



Your Rights as a Patient

Patient Rights and Notice of Non-Discrimination

At University Health (UH), the patient is the center of our care and services. As a patient, you have certain rights. Please read this brochure to understand your rights and responsibilities.

Access – You have the right to:

- Receive medically necessary treatment and the appropriate level of care regardless of age, race, ethnicity, religion, culture, color, national origin, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, or source of payment for care.
- Obtain other services for your needs such as social services (including protective services), spiritual health services, and financial counseling.
- View your medical and billing records within a reasonable timeframe and access, request amendment to, and obtain information on the disclosures of your medical records according to law and regulations.
- Accept or refuse medical care and be informed of the possible consequences of any such decision.
- Have a family member or representative of your choice and your own physician promptly notified of your admission to the hospital.
- Receive interpreting services, such as qualified sign language interpreters, and auxiliary aids and services at no cost to you. If you need these services, please contact Guest Services.

Respect – We will:

- Listen to you and treat you with respect.
- Respect your cultural and personal values, beliefs, and preferences.
- Talk with you and answer any questions you may have about your plan of care.
- Respect your right to confidentiality and the privacy of your medical records in adherence to the federal Health Insurance Portability and Accountability Act (HIPAA) Privacy and Security Rules.
- Tell you who we are and our role as a part of your care team.
- Tell you why you are here and how we will be able to help you feel better.
- Provide you with the highest level of privacy and dignity that we can.

Safety – We will:

- Care for you in a safe and clean environment.
- Protect you from all forms of abuse, neglect, or harassment.
- Provide care that is free from restraint or seclusion, except when needed to protect your safety or the safety of others.

Involvement in Your Care – You have the right to:

- Receive communication in a way that is easy for you to understand.
- Be involved in treatment decisions, your care and discharge plans, make informed decisions, and be informed of unanticipated outcomes.
- Have any concerns regarding care or treatment reviewed and addressed.
- Have your pain managed.
- Make end-of-life decisions and request staff document and follow those requests.
- Designate someone to speak on your behalf if you are unable to make decisions about your care.
- Participate in research or experimental treatments and clinical trials.

Your visitors – Most patients have the right to:

- Have visitors of your choice, including a spouse, domestic partner, same-sex domestic partner, family member, or friend.
- Withdraw your consent to be visited by any visitor at any time.

Voice Concerns

- If you feel we have not honored your rights as a patient, or if you believe UH discriminated against you or violated your (or someone else's) civil rights, conscience rights, privacy rights, or religious freedom rights, please notify your physician or nurse so we can work together to resolve your concerns.
- You may also contact Guest Services:
 - UH Truman Medical Center (UHTMC): 816-404-3325
 - UH Lakewood Medical Center (UHLMC): 816-404-7840
 - UH Behavioral Health: 816-404-6032
- You can file a grievance in person or by mail, fax, or email:
 - Guest Services**
 - 2301 Holmes Street
 - Kansas City, Missouri 64108
 - Fax# 816-404-3326
 - GuestServices@uhkc.org
- After regular business hours, please contact the Director of Shift Operations by calling the operator at 816-404-1000 (UHTMC) or 816-404-7000 (UHLMC).



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- 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/smartscreen/main.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

800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>.

- You also have the option of contacting an outside organization with your concerns.

**Missouri Department of Health and Senior Services,
Health Standards and Licensure Section**

P.O. Box 570

Jefferson City, Missouri 65102

573-751-6303 or 800-392-0210

Missouri Department of Mental Health

P.O. Box 687

Jefferson City, Missouri 65102

800-364-9687

The Joint Commission

- At <http://www.jointcommission.org>, using the "Report a Safety Concern" link.

- By mail to the:

Office of Quality and Patient Safety (OQPS)

The Joint Commission

1 Renaissance Boulevard

Oakbrook Terrace, Illinois, 60181

Your Responsibilities as a Patient or Visitor

So we can provide you with patient-centered, high-quality care and services, we ask that you always:

- Keep the hospital a quiet and restful place.
- Respect the rights, privacy, and property of other patients and staff. Follow UH's rules and regulations, including the tobacco-free, alcohol-free, and drug-free policy.
- Ask questions of your healthcare team when you don't understand something.
- Adhere to the care plan your medical team has developed for you.
- Be on time for your medical appointments or call in advance to reschedule.
- Provide a copy of your advance directive at every visit.
- Fulfill your financial obligations for your healthcare as promptly as possible.
- Provide accurate and complete information in order for UH to receive payment for services.

All Patients and Visitors have a right to an environment free from threat of violence.

The following behaviors are not tolerated:

- Foul, threatening, or inappropriate language.
- Violent behaviors (physical and/or verbal) toward a family member, a patient, or staff.
- Bringing a weapon into any UH facility.

Your Personal Belongings

UH does not assume responsibility for the loss of any personal belongings brought with you to UH. Please send all valuable items such as cell phones, jewelry, watches, money, and credit cards home. If you have personal belongings you are unable to send home, inform staff, who will contact the UH Security/Public Safety Department.

Interpreting Services

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you.

Call 816-404-3280 (TTY: 816-404-0002).

Spanish

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 816-404-3280 (TTY: 816-404-0002).

Chinese

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 816-404-3280 (TTY: 816-404-0002)。

Arabic

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوفر لك بالمجان. اتصل برقم 816-404-3280 (رقم هاتف الصم والبكم: 816-404-0002).

