

## Greeley County Health Services (GCHS) Patient Bill of Rights

---

### **Patient Rights:**

- GCHS respects the dignity and pride of each individual we serve.
- GCHS supports the rights of all patients across the lifespan including geriatric, adult, adolescent, pediatric and infant populations.
- These rights may be exercised through the patient individually or through their surrogate decision-maker/legal representative.
- GCHS comply with applicable federal civil rights laws and do not discriminate on the basis of age, gender, disability, race, color ancestry, citizenship, religion, pregnancy, sexual orientation, gender identify or expression, national origin, medical condition, marital status, veteran status, payment source or ability, or any other basis prohibited by federal, state, or local law.
- Each individual 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 patients who receive services from GCHS.

### **Exercise of Rights**

- To exercise your rights as a patient of GCHS and as a citizen of the United States, without fear of interference, coercion, discrimination or reprisal.
- To organize or participate in patient and/or family groups.
- To choose a representative, including a spouse (opposite or same sex), family member, friend or others to exercise your rights on your behalf.
- Legal guardians appointed on your behalf may exercise your rights according to state law.
- You retain the ability to exercise any rights that you do not delegate to a representative.

### **Considerate and Respectful Care:**

- All patients have the right to equal access to quality care regardless of diagnosis, severity of condition, or payment source.
- To be called by your proper name and to be in an environment that maintains dignity and adds to a positive self-image.
- Be treated with respect and dignity.
- 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 GCHS 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:**

**Greeley County Health Services (GCHS)**  
**Patient Bill of Rights**

---

- 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 person-centered 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 health care 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, particularly those considered innovative or experimental.
- To be informed of all appropriate alternative treatment procedures.
- To be informed of the outcomes of care, prognosis, treatment and services.
- To appropriate assessment and management of pain
- To be informed if the hospital has authorized other health care and/or education 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 serves deemed medically unnecessary or inappropriate.
  - Refuse any drug, test procedure, or treatment and be informed of the medical consequences of such a decision.
  - Consent to or refuse to participate in teaching programs, research, experimental programs, and/or clinical trials.
- To be included in experimental research only when he or she gives informed, written consent to such participation.
  - The patient may refuse to participate in experimental research, including the investigation of new drugs and medical devices.
- To formulate advance directives and have hospital staff and practitioners who provide care in the hospital comply with these directives.
- Leave the hospital against medical advice.
  - The doctor, hospital and staff are not responsible for any consequences that may occur.

## Greeley County Health Services (GCHS) Patient Bill of Rights

---

- To leave the healthcare facility against one's physician's advice to the extent permitted by law.

### **Access to Services:**

- To be informed of all patient rights and responsibilities in GCHS, including the right to access your personal and medical records.
- To communicate with Federal, State or local officials, including surveyors and the State Long Term Care Ombudsman without any interference from GCHS.
- To receive, as soon as possible, the free services of a translator and/or interpreter, telecommunications devices, and any other necessary services or devices to facilitate communication between the patient and the hospital's health care personnel.
- To bring a service animal into the facility, except where service animals are specifically prohibited.
- To pastoral/spiritual care and to take part in religious and/or social activities while in the hospital, unless one's doctor thins 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.
  - GCHS recognizes the Americans with Disabilities Act, a wide-ranging piece of legislation intended to make American society more accessible to people with disabilities.
- To a prompt and reasonable response to questions and requests for service.
- To request a discharge planning evaluation.
- To receive a complete copy of the hospital's Notice of Privacy Practices.
- To choose a personal attending physician.
  - If that physician cannot care for the patient, GCHS must assist patient to find another physician.
- To participate in planning care and treatment or changes in care and treatment.

### **Admission, Transfer, and Discharge Rights:**

- To be informed in writing about services and fees before you move into GCHS.
- To transfer and discharge.
- GCHS 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 by GCHS.
  - The transfer or discharge is appropriate because the patient's health has improved
  - The safety of the individuals in GCHS is endangered or the health of individuals in GCHS would otherwise be endangered.
  - You don't pay for the services for which you're responsible; or
  - GCHS closes.
- Notice before GCHS transfers or discharges a patient, the GCHS must:

## Greeley County Health Services (GCHS) Patient Bill of Rights

---

- Notify the patient in writing, and in a language and manner they understand, record the reasons in the patient's clinical record.
- GCHS will provide sufficient preparation and orientation to patients to ensure safe and orderly transfer or discharge.
- GCHS can't make you leave if you're waiting to get Medicaid or if an appeal is pending.
- GCHS should work with other state agencies to get payment if a family member or other individual is holding your money.

### **Access to Medical Records:**

- To have his/her medical records, including all computerized medical information, kept confidential and to access, view or get a copy of information within a reasonable time frame.
- The patient may decide who may receive copies of the records except as required by law.
- May add information to your medical record by contacting the Health Information Medical Record Department.

### **Ethical Decisions:**

- Participate in decision-making regarding ethical issues, personal values or beliefs.
- To participate in ethical decisions that may arise in the course of care including issues of conflict resolution, withholding resuscitative services, foregoing or withdrawal of life sustaining treatment and participation in investigational studies or clinical trials.
- If the healthcare facility or its team decides that the patient's refusal of treatment prevent him/her from receiving appropriate care according to ethical and professional standards, the relationship with the patient may be terminated.

### **Protective Services:**

- To have access to protective services such as guardianship, advocacy services, and child/adult protective services.
- To be free from all forms of abuse, neglect, exploitation, corporal punishment, involuntary seclusion, harassment and mistreatment.
- To be free from physical (except if you're at risk of harming yourself or others) or chemical restraints.
  - Physical restraints are any manual method or physical or mechanical device, material, or equipment attached to or near your body so that you can't remove the restraint easily. Physical restraints prevent your freedom of movement or normal access to your own body.
  - A chemical restraint is a drug that's used for discipline or convenience and isn't needed to treat your medical symptoms.
- Restraints:
  - 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 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.

## Greeley County Health Services (GCHS) Patient Bill of Rights

---

- Physical and Chemical restraints:
  - Must be care planned
  - GCHS should explain negative outcomes and restraint use
  - GCHS will use the least restrictive restraints for the least amount of time.
- 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 have upon request an impartial review of hazardous treatments or irreversible surgical treatments prior to implementation except in emergency procedures necessary to preserve one's life.
- To an impartial review of alleged violation 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 GCHS Risk Manager/Grievance Coordinator 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.
- You have the right to voice grievances to the staff of GCHS, or any other person, without fear of discrimination or reprisal.
- GCHS must resolve the issue promptly.
- To file a complaint with the Department of Health or other Quality improvement, accreditation or 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.
  - You have the right to be free from verbal, sexual, physical, and mental abuse, involuntary seclusion, exploitation, and misappropriation of your property by anyone.
  - If you feel you've been abused, neglected (your needs aren't met), or exploited, report this to GCHS, your family, Long Term Care Ombudsman, Kansas Department for Aging and Disability Services (KDADS), Kansas Department of Health and Environment or CMS.
    - Greeley County Health Services Risk Manager/Grievance coordinator
      - Lisa Larkin, RN, RM/QAPI
      - 620-376-4221 ext 106
      - llarkin@mygchs.com
    - Region 5 Long-term Care Ombudsman  
1509 Avenue P  
Dodge City, Ks 67801  
1-620-225-2439 Phone

**Greeley County Health Services (GCHS)**  
**Patient Bill of Rights**

---

1-877-662-8362 Toll Free

1-785-296-3916 Fax

[Katie.Ross@ks.gov](mailto:Katie.Ross@ks.gov)

- Kansas Department of Health and Environment (KDHE)  
1000 SW Jackson St,  
Topeka, Kansas 66612  
1-785-296-1500 Phone  
1-800-842-0078 Complaint Line
- Kansas Department for Aging and Disability Services (KDADS)  
503 South Kansas Avenue  
Topeka, Kansas 66603  
1-785-296-4986 Phone  
1-800-842-0078 Complaint Line

**Payment and Administration:**

- To examine and receive an explanation of the patient's healthcare facility 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 to know, upon request and in advance of treatment, whether the healthcare provider or health care facility accepts the Medicare assignment rate.
- GCHS must inform each patient who is entitled to Medicaid benefits, in writing, at the time of admission to the hospital or when the patient becomes eligible for Medicaid:
  - Inform each patient when changes are made to the items and services.
  - Inform each patient before, or at the time of admission, and periodically during the patient's stay, of services available in the hospital and of charges for those services, including any charges for services not covered under Medicare or by the hospital's per diem 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 initiate their own contact with the media.
- 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.

## Greeley County Health Services (GCHS) Patient Bill of Rights

---

- To request a transfer to another room if another patient or visitor in the room is unreasonably disturbing to him/her.
- To request pet visitation except where animals are specifically prohibited.
- Have the right to send and/or receive visitors, mail, telephone calls or other forms of communication. Any restrictions to access will be discussed with you, and you will be involved in the decision when possible.
- To privacy in written communication, including the right to:
  - Send and promptly receive mail that is unopened
  - Have access to stationary, postage and writing implements at the patient's own expense.
- 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.
- To use a phone (including your own personal cell phone) and talk privately.
- To access the Internet and other forms of electronic means of communication to the extent available.
- To a safe, clean, comfortable and home-like environment that allows you to be as independent as possible.
- GCHS must take reasonable care to protect your personal property from loss or theft.
- To share a room with his or her spouse when both are hospitalized in the same facility and both spouses consent to the agreement.
- To choose your roommate when practicable.
- To the reasonable accommodation of your needs so long as it doesn't endanger the health or safety of you or other's.
- To choose activities and schedules (including sleeping and waking times).
- To participate in community activities both inside and outside of GCHS.
- GCHS must provide you with any needed medically-related social services, including counseling, help solving problems with other residents, help in contacting legal and financial professionals, and discharge planning.

### **Patient Responsibilities:**

The care a patient received depends partially on the patient his/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 contemplate 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.

**Greeley County Health Services (GCHS)**  
**Patient Bill of Rights**

---

- 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 are fulfilled as promptly as possible.
- To follow facility policies, procedures, rules and regulations.
- 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.
- To be respectful of his/her personal property and that of other persons in the facility.
- To help staff to 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:**

GCHS 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 patient who receive services from our facility:

- To be informed of their visitation rights, including any clinical restrictions or limitation of their visitation rights.
- To designate visitors, including but not limited to a spouse, a domestic partner (including same sex), 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.
- Have someone remain with you for emotional support during your hospital stay, unless your visitor's presence compromises your or others' rights, safety or health.
- To receive visits from one's attorney, physician or clergy person 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 the hospital.