

OUR MISSION:

Through our exceptional health care services, we reveal the healing presence of God.

As a patient, you're a key member of your health care team and have the right to:

- Receive quality, safe care within the range of services that the clinic provides.
- Receive care without being discriminated against because of race, color, gender, sexual orientation, age, disability, religion, national origin, culture or ability to pay.
- Be informed of the clinic's policies about your rights and health care.
- Be treated with respect and dignity and be protected from abuse, neglect and harassment.
- Know the names and roles of clinic staff caring for you.
- Have a loved one or other person and your doctor told promptly, if applicable, of your admission to the hospital.
- Be informed about your health problems, treatment options, and likely outcomes so you can take part in developing, implementing and revising your plan of care and discharge planning. Discharge planning includes deciding about care options, choice of agencies or any need to receive care at another facility.
- Information about the outcome of your care, including unanticipated outcomes.
- Request, accept and/or refuse care, treatment or services as allowed by clinic policy and the law.
- Have an interpreter to help you understand medical and financial information.
- Have your pain assessed and managed.
- Have privacy and confidentiality when you are receiving care.
- Practice and seek advice about your cultural, spiritual and ethical beliefs, as long as this does not interfere with the well being of others.
- Request spiritual services.
- Request a consult from the Ethics Committee to help you work through tough decisions about your care.
- Consent or refuse to take part in research studies as well as recordings, films or other images made for external use.
- Be free from seclusion or restraints unless medically necessary or needed to keep you or others safe.
- Have a safe environment, including the safe keeping of your clothes and other items.
- May delegate someone to make health care decisions for you if you are unable or do not wish to make decisions yourself.
- To receive protective oversight while a patient in the hospital, and to receive a list of patient advocacy services (such as protective services, guardianship, etc.)
- Have an Advance Directive (health care directive, durable power of attorney for health care, or living will) that: states your wishes and values for health care decisions when you cannot speak for yourself and will be honored to the extent allowed by clinic policy and law. (NOTE: If you have an adverse reaction during a procedure, to treatment rendered or medications used, your advance directive may be temporarily suspended until you are stabilized, at which time your wishes will subsequently be honored.)
- Receive compassionate care at the end of life.
- Donate, request or refuse organ and tissue donations.
- Review your medical record and receive answers to questions you may have about it. You may request amendments to your record and may request information on who has received your record. You may obtain copies of your record at a fair cost in a reasonable time frame.
- Have your records kept confidential. They will only be shared with your caregivers and those who can legally see them.
- Receive a copy of and details about your bill.
- Ask about and be informed of business relationships among payers, clinics, educational institutions and other health care providers that may affect your care.
- Be informed of the clinic's grievance policies. You may share a concern or grievance about your care either verbally or in writing and receive a timely written notice of the resolution. If you have a grievance or concern, please contact Customer Service at 761-7130 or Clinic Manager.

Patient Rights and Responsibilities continued

- You also have a right to present concerns to the:

Missouri Department of Health & Senior Services
Health Services Regulation
912 Wildwood Drive or P.O. Box 570
Jefferson City, MO 65102-0570
Phone: 1-573-751-6303

The Joint Commission
Office of Quality Monitoring
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Email: complaint@jointcommission.org
Fax: 1-630-792-5636
Complaint Line: 1-800-994-6610

Primaris, Inc.
Quality Improvement Organization
200 North Keene Street
Columbia, MO 65201
Medicare Beneficiary Protection Hotline: 1-800-347-1016
Premature Discharge Appeals: 1-866-902-1813,
1-800-MEDICARE (1-800-633-4227)

As a patient, you and your family have the responsibility to:

- Provide correct and complete information about yourself and your health, including present complaints, past health problems and hospital visits, medications you have taken and are taking (including prescriptions, over-the-counter and herbal medicines), and any other information you think your care givers need to know.
- Discuss and share your views about your care/service needs and expectations, including your pain needs and any perceived risk or safety issues.
- Provide correct and complete information about your Advance Directive if you have one and provide a current copy.
- Follow your agreed-upon care plan and report any unexpected changes in your condition to your doctor.
- Ask questions when you do not understand your care, treatment and services or what you are expected to do. Express any concerns about your ability to follow your proposed care plan or course of care, treatment and services.
- Accept consequences for the outcomes if you do not follow the care, treatment and service plan.
- Follow the clinic's rules and regulations.
- Respect the property, privacy, dignity and confidentiality of patients and others in the clinic.
- Respect clinic staff and property and help control noise.
- Keep our environment tobacco-free. You may not use tobacco products while inside this health care facility or outside on the premises.
- Keep a safe environment free of drugs, alcohol and weapons.
- Provide correct and complete information about your financial situation as best you can and promptly meet any financial obligations with the clinic. For more information about your Patient Rights and Responsibilities, please call Customer Service at 761-7130.

