

PATIENT RESPONSIBILITIES

As a patient, you, your family or your designated representatives have the responsibility to:

Provide information: to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalization, medications, and other matters relating to your health. Patients and their families must report perceived risks in your care and unexpected changes in your condition. They can help the hospital understand their environment by providing feedback about service needs and expectations.

Ask questions: when you do not understand your care, treatment, and service or what they are expected to do.

Follow instructions: you are responsible to follow care treatment, and service plan developed. They should express any concerns about their ability to follow the proposed care plan or course of care, treatment, and services. The hospital makes every effort to adapt the plan to the specific needs and limitations of the patients. When such adaptations to the care, treatment, and service plan are not recommended, patients and their families are informed of the consequences of the care, treatment, and service alternatives and not follow the proposed course.

Accept consequences: you and your family are responsible for the outcomes if they do not follow the care, treatment, and service plan.

Follow rules and regulations: you and your family must follow the hospital's rules and regulations.

Show respect and consideration: of the hospital's staff and property, as well as other patients and their property.

Meet financial commitments: by promptly meet any financial obligation agreed to with the hospital.

The patient's family or surrogate decision-maker assumes the above responsibility for the patient if the patient has been found by his/her physician to be incapable of understanding these responsibilities, has been judged incompetent in accordance with law, or exhibits a communication barrier.

RESOURCE NUMBERS

Bureau of Health Facility Regulation

P.O. Box 570, Jefferson City, MO 65102-0570

(573) 751-6303

Missouri Medicaid Recipient Services Unit

Division of Medical Services Recipient Services Unit

P.O. Box 6500, Jefferson City, MO 65102

(800) 392-2161

Primaris

P.R.O./Q.I.O.

200 N. Keene St.,
Columbia, MO 65201

(800) 347-1016

Center for Medicare and Medicaid Services

601 East 12th, Kansas City, MO 64106

(800) 633-4227

State Board of Healing Arts,

P.O. Box 4 Jefferson City, MO 65102

(573) 751-0098

Office of Quality Monitoring

Joint Commission

(800) 994-6610

(Nondiscrimination and Equal Opportunity Statement) Saint Luke's Health System does not discriminate on the basis of race, color, national origin, sex, age, religion, disability, or any other protected status in admissions or access to, or treatment or employment in, its programs and activities, or in the provision of physician staff. Each system entity will designate an individual to be responsible for compliance with this policy.



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Patient Advocacy

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PATIENT BILL OF RIGHTS

Quality patient care is the primary concern of Saint Luke's Health System. The goal of the rights and responsibilities function is to improve care, treatment, services, and outcomes by recognizing and respecting the rights of each patient. Your individual rights, as set forth by Joint Commission, are that:

- The hospital respects the rights of patients.
- Patients receive information about their rights.
- Patients are involved in decisions about care, treatment, and services provided.
- Informed consent is obtained.
- Consent is obtained for recording or filming made for the purposes other than the identification, diagnosis or treatment of the patients.
- Patients receive adequate information about the person(s) responsible for the delivery of their care, treatment, and services.
- Patients have the right to refuse care, treatment, and services in accordance with law and regulation.
- The hospital addresses the wishes of the patient relating to end-of-life decisions.
- Patients and, when appropriate, their families are informed about the outcomes of care, treatment, and services, including unanticipated outcomes.
- The hospital respects the patient's right to and need for effective communication.
- The hospital addresses the resolution of complaints from patients and their families.
- The hospital respects the needs of patients for confidentiality, privacy, and security.
- Patients have a right to an environment that preserves dignity and contributes to a positive self image.
- Patients have a right to be free from mental, physical, sexual, and verbal abuse, neglect, and exploitation.

- Patients have the right to pain management
- Patients have the right to access protective and advocacy services.
- The hospital protects research subjects and respects their rights during research, investigation, and clinical trials involving human subjects.
- In hospitals that provide opportunities for work, a defined policy addresses situations in which patients work.
- Patients are given information about their responsibilities while receiving care, treatment, and services.

We at Saint Luke's Hospital, welcome your input concerning the care and treatment provided to you. Information received regarding compliments and concerns are tracked in a confidential computer system. This information assists us in our continuing goal of improving care for you and future customers.

PATIENT COMPLIMENTS/ CONCERNS

Our primary goal at Saint Luke's Hospital is to make your stay as pleasant as possible. Compliments are welcome and will be shared with the staff involved.

Staff at Saint Luke's Hospital welcomes your input concerning the care and treatment provided to you. Information received regarding compliments and concerns are tracked and trended in a confidential computer system.

The Patient Advocates Department serves as a liaison between patients, their families, and the hospital. The Patient Advocate transcends departmental lines and interacts with staff at all levels within the organization.

To reach the Patient Advocate while you are in the hospital call ext. 22328, or (816) 932-2328 from outside the hospital. The Patient Advocate is available between the hours of 7 a.m. – 4:30 p.m. Monday through Friday. After hours, weekends, and holidays, assistance may be obtained by calling the hospital operator at "0" while in the hospital or (816) 932-2000 from outside the hospital. Once your concern is received, we will start investigating the issue and respond within 24 hours. Most patient concerns can be handled by Saint Luke's staff at the time the concern is raised. Staff is encouraged to resolve concerns to the best of their ability with the resources at hand.

NOTICE OF PATIENT GRIEVANCE PROCESS

A patient grievance is a formal written or verbal complaint that is filed by a patient, when a patient issue cannot be resolved promptly by staff present. Exercising your right to the grievance process will not compromise patient care. Confidentiality will be respected at all times. The expectation is that the facility will handle relatively minor changes in a timely manner without the need for a written facility response.

You have the right to lodge a grievance with any State agency directly, regardless of whether you have first used the hospital's grievance process. A list of state advocacy agencies and phone numbers is provided on the back of this brochure.

If you are a Medicare patient who believes you are being discharged too early, you may contact the P.R.O./Q.I.O. through Primaris, toll free (800) 347-1016, for a review of the concern.