

Patient Rights and Responsibilities

RIGHTS

You, as a patient of the Hospital, have the right to be advised of specific rights and how to exercise them.

Those rights include the right to:

1. Considerate, respectful, quality care.
2. Participate in decisions about your care.
3. Current information concerning your diagnosis, treatment, and prognosis in terms you can understand.
4. Receive information necessary to give informed consent prior to any procedure and/or treatment except in emergencies.
5. Refuse treatment to the extent permitted by law and Hospital policy and to be informed of the medical consequences of this action.
6. Consent to, or decline to participate in, experimentation affecting your care or treatment without fear of reprisal.
7. Appropriate assessment and management of pain.
8. Expect that, within its capacity and policies, the Hospital will provide evaluation, service, and/or referral.
9. Be informed about any relationship with other healthcare/educational institutions as far as your care is concerned.
10. Privacy, confidentiality (including your hospital records), security and safety.
11. Formulate and have honored an Advance Directive in accordance with the laws of Kansas and the mission of the Hospital, and the appropriateness of the setting.
12. Your family/designated representative to exercise your rights/responsibilities when you are unable to do so; and to have notified upon admission, a family member or appointed representative and your physician.
13. Request an Ethics Consultation for assistance in clarifying ethical issues guiding treatment decisions.
14. Be informed of available resources for timely resolution of disputes, grievances, and conflicts without fear of reprisal. (Dial the hospital's toll-free number, 855-489-3410).
15. Continuity of care, education, and discharge planning.
16. Examine your clinical records and/or your bill (and receive explanation of charges) and to have your request granted within a reasonable time frame.

17. Be informed of any adverse or unexpected event related to your care.

18. Contact the Kansas Department of Health and Environment (KDHE) or DNV GL if you have a concern regarding your care/safety that was not resolved at the hospital level. KDHE: 800-842-0078 DNV GL Healthcare: 866-496-9647.

19. Receive care that is free from physical or mental abuse, corporal punishment or restraint/seclusion imposed as a means of coercion, discipline, convenience, or retaliation.

RESPONSIBILITIES

You, as a patient of the Hospital and participant in your care, agree to:

1. Provide complete, accurate information in matters of your health to the best of your ability.
2. Request additional information or clarification about your health status or treatment when you do not fully understand information and instructions.
3. Make known to your physician, caregiver, and the Hospital, any advance directives or religious/cultural beliefs to be honored if/when you are unable to speak for yourself.
4. Follow the treatment plan as ordered by the physician responsible for your care. The consequences of noncompliance or refusal of recommended treatment and instruction rests with you.
5. Be responsible for assuring financial obligations for care received are fulfilled as promptly as possible.
6. Be responsible for following rules and regulations affecting patient care, confidentiality, conduct, and safety.
7. Report any perceived safety issue to any staff member.
8. Treat hospital personnel, other patients and their visitors with respect and courtesy.
9. Respect the rights of other individuals by refraining from using loud and/or offensive behavior.
10. Refrain from smoking, bringing in alcohol, and/or illegal drugs.
11. Refrain from bringing in weapons and/or sharp objects that could result in injury to self or others.

Discrimination is Against the Law

Saint Luke's Community Hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Saint Luke's Community Hospital does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Saint Luke's Community Hospital:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact the Hospital Administrator.

If you believe that Saint Luke's Community Hospital 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: Saint Luke's Community Hospital, Bertram Oparaku, Compliance Officer, 13200 State Line Road, Leawood, KS 66209.

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>.

Saint Luke's Community Hospital cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. Saint Luke's Community Hospital no excluye a las personas ni las trata de forma diferente debido a su origen étnico, color, nacionalidad, edad, discapacidad o sexo.

Saint Luke's Community Hospital:

- Proporciona asistencia y servicios gratuitos a las personas con discapacidades para que se comuniquen de manera eficaz con nosotros, como los siguientes:
 - Intérpretes de lenguaje de señas capacitados.
 - Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles, otros formatos).
- Proporciona servicios lingüísticos gratuitos a personas cuya lengua materna no es el inglés, como los siguientes:
 - Intérpretes capacitados.
 - Información escrita en otros idiomas.

Si necesita recibir estos servicios, comuníquese con Hospital Administrator.

Si considera que Saint Luke's Community Hospital no le proporcionó estos servicios o lo discriminó de otra manera por motivos de origen étnico, color, nacionalidad, edad, discapacidad o sexo, puede presentar un reclamo a la siguiente persona: Saint Luke's Community Hospital, Bertram Oparaku, Compliance Officer, 13200 State Line Road, Leawood, KS 66209.

También puede presentar un reclamo de derechos civiles ante la Office for Civil Rights (Oficina de Derechos Civiles) del Department of Health and Human Services (Departamento de Salud y Servicios Humanos) de EE. UU. de manera electrónica a través de Office for Civil Rights Complaint Portal, disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, o bien, por correo postal a la siguiente dirección o por teléfono a los números que figuran a continuación:

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)
Puede obtener los formularios de reclamo en el sitio web <http://www.hhs.gov/ocr/office/file/index.html>

Saint Luke's Community Hospital tuân thủ luật dân quyền hiện hành của Liên bang và không phân biệt đối xử dựa trên chủng tộc, màu da, nguồn gốc quốc gia, độ tuổi, khuyết tật, hoặc giới tính. Saint Luke's Community Hospital không loại trừ mọi người hoặc đối xử với họ khác biệt vì chủng tộc, màu da, nguồn gốc quốc gia, độ tuổi, khuyết tật, hoặc giới tính.

Saint Luke's Community Hospital:

- Cung cấp dịch vụ hỗ trợ miễn phí cho những người khuyết tật để giao tiếp với chúng tôi có hiệu quả, như:
 - Thông dịch viên ngôn ngữ ký hiệu đủ năng lực
 - Thông tin bằng văn bản ở các định dạng khác (chữ in lớn, âm thanh, định dạng điện tử có thể tiếp cận, các định dạng khác)
- Cung cấp miễn phí các dịch vụ ngôn ngữ cho những người có ngôn ngữ chính không phải là tiếng Anh, như:
 - Thông dịch viên đủ năng lực
 - Thông tin được trình bày bằng ngôn ngữ khác

Nếu bạn cần những dịch vụ này, hãy liên hệ Hospital Administrator.

Nếu bạn tin rằng Saint Luke's Community Hospital không cung cấp những dịch vụ này hoặc phân biệt đối xử theo cách khác dựa trên chủng tộc, màu da, nguồn gốc quốc gia, độ tuổi, khuyết tật, hoặc giới tính, bạn có thể nộp đơn khiếu nại với: Saint Luke's Community Hospital, Bertram Oparaku, Compliance Officer, 13200 State Line Road, Leawood, KS 66209.

Bạn cũng có thể nộp đơn khiếu nại về dân quyền lên U.S. Department of Health and Human Services (Bộ Y Tế và Dịch Vụ Nhân Sinh Hoa Kỳ), Office for Civil Rights (Văn Phòng Dân Quyền) bằng hình thức điện tử qua Office for Civil Rights Complaint Portal, có trên trang <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, hoặc qua đường bưu điện hoặc bằng điện thoại tại:

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)
Các mẫu khiếu nại có trên trang <http://www.hhs.gov/ocr/office/file/index.html>.

Saint Luke's Community Hospital 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。Saint Luke's Community Hospital 不因種族、膚色、民族血統、年齡、殘障或性別而排斥任何人或以不同的方式對待他們。

Saint Luke's Community Hospital:

- 向殘障人士免費提供各種援助和服務，以幫助他們與我們進行有效溝通，如：
 - 合格的手語翻譯員
 - 以其他格式提供的書面資訊（大號字體、音訊、無障礙電子格式、其他格式）
- 向母語非英語的人員免費提供各種語言服務，如：
 - 合格的翻譯員
 - 以其他語言書寫的資訊

如果您需要此類服務，請聯絡 Hospital Administrator

如果您認為 Saint Luke's Community Hospital 未能提供此類服務或者因種族、膚色、民族血統、年齡、殘障或性別而透過其他方式歧視您，您可以向 Saint Luke's Community Hospital, Bertram Oparaku, Compliance Officer 提交投訴，郵寄地址為，13200 State Line Road, Leawood, KS 66209。

您還可以向 U.S. Department of Health and Human Services (美國衛生及公共服務部) 的 Office for Civil Rights (民權辦公室) 提交民權投訴，透過 Office for Civil Rights Complaint Portal 以電子方式投訴：<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>，或者透過郵寄或電話的方式投訴：

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) (聾人用電信設備)
登入 <http://www.hhs.gov/ocr/office/file/index.html> 可獲得投訴表格。

Notice of Assistance Services

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 816-932-6145.

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 816-932-6145.

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-816-932-6145.

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 816-932-6145。

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 816-932-6145.

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 816-932-6145.

Laotian: ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 816-932-6145.

Arabic: هل تتحدث اللغة العربية؟ سوف نوفر لك مترجمًا فورًا بدون أي تكلفة عليك. اللغة العربية

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 816-932-6145.

Burmese: သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 816-932-6145 သို့ ခေါ်ဆိုပါ။

French: ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 816-932-6145.

Japanese: 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。826-932-6145。まで、お電話にてご連絡ください。

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните. 816-932-6145.

Hmong: LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 816-932-6145.

Farsi: فارسی صحبت می کنید؟ یک مترجم شفاهی رایگان در اختیار شما قرار خواهیم داد.

Swahili: KUMBUKA: Ikiwa unazungumza Kiswahili, unaweza kupata, huduma za lugha, bila malipo. Piga simu 816-932-6145.

Serbo-Croatian: OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 816-932-6145.

Pennsylvanian Dutch: Wann du [Deitsch (Pennsylvania German / Dutch)] schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 816-932-6145.

Oromo: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 816-932-6145.

Portuguese: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 816-932-6145.

Amharic: ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የተረጎሙ አርዳተኞች ድርጅቶች በነጻ ሊያገኙዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 816-932-6145.

Notice of Non-discrimination

English: *Saint Luke's Community Hospital* complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Spanish: *Saint Luke's Community Hospital* cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

Vietnamese: *Saint Luke's Community Hospital* tuân thủ luật dân quyền hiện hành của Liên bang và không phân biệt đối xử dựa trên chủng tộc, màu da, nguồn gốc quốc gia, độ tuổi, khuyết tật, hoặc giới tính.

Chinese: *Saint Luke's Community Hospital* 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。

German: *Saint Luke's Community Hospital* erfüllt geltenden bundesstaatliche Menschenrechtsgesetze und lehnt jegliche Diskriminierung aufgrund von Rasse, Hautfarbe, Herkunft, Alter, Behinderung oder Geschlecht ab.

Korean: *Saint Luke's Community Hospital* 은(는) 관련 연방 공민권법을 준수하며 인종, 피부색, 출신 국가, 연령, 장애 또는 성별을 이유로 차별하지 않습니다.

Laotian: *Saint Luke's Community Hospital* ປະຕິບັດຕາມກົດໝາຍວ່າດ້ວຍສິດທິພົນລະເມືອງຂອງຮັຖບານກາງທີ່ບັງຄັບໃຊ້ ແລະບໍ່ຈຳແນກໂດຍອີງໃສ່ພັນຖານດ້ານເຊື້ອຊາດ, ສີ່ສິວ, ຊາດກຳເນີດ, ອາຍຸ, ຄວາມພິການ, ຫຼື ເພດ.

Arabic: هل تتحدث اللغة العربية؟ سوف نوفر لك مترجمًا فورًا بدون أي تكلفة عليك. اللغة العربية

Tagalog: Sumusunod ang *Saint Luke's Community Hospital* sa mga naaangkop na Pederal na batas sa karapatang sibil at hindi nandiskrimina batay sa lahi, kulay, bansang pinagmulan, edad, kapansanan o kasarian.

Burmese: *Saint Luke's Community Hospital* သတိပြုရန်နှင့် သက်ဆိုင်သော အများပြည်သူ ရရှိခွင့် ဥပဒေနှင့် လက်တွေ့ အကျိုးဝင်သည့် ဘာမက လူမျိုး

အသားရောင်၊ မွေးဖွားသည့်နိုင်ငံ၊ အသက်၊ မသန်စွမ်းခြင်း၊ သို့မဟုတ် လိင် နှင့် ပတ်သက်၍လည်း ခွဲခြားဆက်ဆံမှု

အလျဉ်းမရှိပါ။

French: *Saint Luke's Community Hospital* respecte les lois fédérales en vigueur relatives aux droits civiques et ne pratique aucune discrimination basée sur la race, la couleur de peau, l'origine nationale, l'âge, le sexe ou un handicap.

Japanese: *Saint Luke's Community Hospital* は適用される連邦公民権法を遵守し、人種、肌の色、出身国、年齢、障害または性別に基づく差別をいたしません。

Russian: *Saint Luke's Community Hospital* соблюдает применимое федеральное законодательство в области гражданских прав и не допускает дискриминации по признакам расы, цвета кожи, национальной принадлежности, возраста, инвалидности или пола.

Hmong: *Saint Luke's Community Hospital* ua raws cov kev cailij choj yuam siv ntawm Tsom Fwv Nrub Nrab Teb Chaw hais txog pej xeev cov cai (Federal civil rights laws) thiab tsis ciav-cais leejtwg vim nws hom neeg, nqaij tawv, lub tebchaws tuaj, hnuv nyooog, kev tsis taus, los yog poj niam txiv.

Farsi: *Saint Luke's Community Hospital* فارسی صحبت می کنید؟ یک مترجم شفاهی رایگان در اختیار شما قرار خواهیم داد.

Swahili: *Saint Luke's Community Hospital* ametimiza mahitaji ya sheria za serikali kuu na hana ubaguzi wa kikabila, rangi, asili, umri, ilemavu ama jinsia.

Serbo-Croatian: *Saint Luke's Community Hospital* pridržava se važećih saveznih zakona o građanskim pravima i ne pravi diskriminaciju po osnovu rase, boje kože, nacionalnog porijekla, godina starosti, invaliditeta ili pola.

Pennsylvanian Dutch: *Saint Luke's Community Hospital* iss willich, die Gsetze (federal civil rights) vun die Owwerichkeet zu follliche un duht alle Leit behandle in der seem Weg. Es macht nix aus, vun welle Schtamm ebber beikummt, aus welle Land die Voreldre kumme sinn, was fer en Elt ebber hot, eb ebber en Mann iss odder en Fraa, verkrippelt iss odder net.

Oromo: *Saint Luke's Community Hospital* Seera hariiroo hawwaasummaa Fedeeraalaan wal qabatan sanyiidhaan, bifaan,dhiigaan, umuridhaan, hiri'ina qaamaan, yookiin koormiyaadhaan hin loogu.

Portuguese: *Saint Luke's Community Hospital* cumpre as leis de direitos civis federais aplicáveis e não exerce discriminação com base na raça, cor, nacionalidade, idade, deficiência ou sexo.

Amharic: *Saint Luke's Community Hospital* የፌዴራል ሲቪል መብቶችን መብት የሚያከብር ሲሆን ሰዎችን በዘር፣ በቆዳ ቀለም፣ በዘር ሃረግ፣ በእድሜ፣ በአካል ጉዳት ወይም በጾታ ማንኛውንም ሰው አያገልግም።

