

You have the right ...

- To receive appropriate treatment and services regardless of your age, gender, national origin, culture, disability, economic status, educational background or the source of payment for your care.
- To choose/consent who may or may not visit you while you are admitted to Kansas Heart Hospital, regardless of whether that person is a family member, a spouse, a domestic partner of any gender, or any other type of visitor.
- To withdraw consent or restrict visitors at your own discretion.
- To not have visitation restricted, limited, or otherwise denied on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
- To have all visitors enjoy visitation privileges consistent with your preferences.
- To be informed of any clinical restrictions or limitations on the right to have visitors. These restrictions will be based on reasonable clinical needs to provide safe patient care.
- Visitation by children under age 12 must be under close supervision of an adult.
- To receive equal and fair access to reasonable care, treatment and accommodations.
- To have your physician and/or family member/representative notified promptly of your admission at your request.
- To receive care in a safe setting.
- To be free from all forms of abuse or harassment.
- To participate in the development of your Plan of Care.
- To be free from restraints and seclusion in any form when used as a means of coercion, discipline or convenience for the staff, or retaliation.
- To use a specialist or to request an opinion from another physician at your own expense.
- To accept or refuse any procedure, drug or treatment. We will explain the potential results of any such refusal with you.
- To submit a written or verbal grievance. A copy of the hospital's grievance process will be given to you at your request. Patient issues will be resolved in a timely manner.
- To submit a written or verbal grievance to the Kansas Department of health and Environment without providing notification to Kansas Heart Hospital.
- To be transferred to another facility when medically indicated and legally permissible at your request.
- To be told if your care involves any research or experimental methods and to accept or refuse to participate.
- To be provided with an itemized bill following your dismissal.

Kansas Heart Hospital will ...

- Respect your personal privacy, confidentiality, and dignity at all times. Your care will be discussed with only those persons who are responsible for your care.
- Answer any questions you may have about who is involved in your care and what their relationship is to Kansas Heart Hospital.
- Upon your request, review your medical chart with you, to help you understand the information.
- Explain and respect your right to tell us what you want us to do if you become so ill that you are not able to make decisions. We will assist you in completing forms which state your wishes.
- Assist you in informing the proper agencies in the event that you require assistance in obtaining protection from abuse or violence.
- Plan your care to include supportive care by doing our best to eliminate or reduce your pain in a safe way. Treat uncomfortable symptoms and support your psychological and spiritual needs.
- Focus on patient safety and the protection of patients from abuse. Patients have the right to be free from the inappropriate use of restraint and seclusion. Kansas Heart Hospital recognizes the legitimate use of restraint for acute medical and surgical care as a measure to prevent patient injury, as well as the use of restraint or seclusion to manage a violent or self-destructive behavior that jeopardizes the immediate physical safety of the patient, a staff member, or others.
- Address any patient issues in a timely manner and resolve to the best of its ability.