

3. As a patient you are responsible to be considerate of the rights of other patients and WHC personnel by controlling the noise and the number of visitors received at one time.
4. As a patient you assume financial responsibility for health care services provided by notifying your insurance company prior to admission if the insurance company requires preadmission certification.
5. As a patient, if you are unable to exercise these rights and responsibilities, your guardian, next of kin or legally authorized surrogate has the right to exercise these on your behalf.
6. If you have questions regarding these rights and responsibilities or wish to voice a concern about a possible violation of your rights, you may contact our Risk Manager at (785) 456-2295.

Notice of Medical Staff Availability

WHC has a member of its medical staff available and on-call 24 hours per day because our medical staff is not present on-site 24 hours per day, 7 days per week. When a member of our medical staff is not at WHC, patients with medical emergencies will be assessed and treated by qualified medical personnel with the assistance of on-call medical staff via telephone or pager.

Laws Concerning Patient Rights and Advance Directives

Federal Law

The Patient Self-Determination Act is a Federal Law that requires hospitals to provide written information to adult patients concerning their right to make Advance Directives.

Kansas Law

Kansas Law recognizes an adult's right to make health care decisions. The Natural Death Act provides a Kansas Declaration or "Living Will". This is a legal document that lets you give directions about the kind of medical treatment you want if you are dying and unable to communicate.

The Kansas Durable Power of Attorney For Health Care Decisions allows you to appoint a health care decision maker who will act for you if you are unable to make your wishes known.

Concerns or Complaints

We expect your care to be exceptional. If we fall short of our goal during your visit, please contact any employee for assistance. You can also call our Patient Relations Representative at 785-458-7203. Our goal is to promptly resolve your concerns. You also have the right to contact our regulators and accreditors directly by calling the Patient Complaint Hotline at 800-842-0078.

WELCOME TO



A GUIDE FOR PATIENTS

Wamego Health Center
711 Genn Drive
Wamego, Kansas 66547-1199
(785) 456-2295

Revised August 2013

Your Rights and Responsibilities

Wamego Health Center (WHC) respects and protects the rights of each patient. We value your participation in making decisions about care. We encourage you to understand your rights and responsibilities so that you can receive the best possible health care.

Your Rights as a Patient

1. You have the right to be treated with respect by all WHC Personnel.
2. You have the right to have cultural and spiritual values considered when treatment decisions are made.
3. You have the right to receive care without regard to race, color, religion, sex, age, national origin, disability, or source of payment.
4. You have the right to personal privacy so that any care, discussion, examination or treatment is conducted confidentially.
5. You have the right to choose who may and may not visit while you are a patient at WHC. Restrictions or limitations may occur when patient is undergoing care interventions; infection control issues; and when visitation may interfere with the care of other patients. Including disruptive, threatening or violent behavior of any kind.
6. You have the right to participate in planning your care and to know which physician is primarily responsible for your medical care. Also to know the identity and professional

status of your care givers.

7. You have the right to information in terms that you can understand. This concerns your diagnosis, treatment, expected outcome and any proposed procedures or treatments including purpose of the treatment or procedure, possible benefits, known serious side effects or risks, problems related to recovery, alternative procedures or treatments.
8. You have the right to access the information in your medical record, with your physician present.
9. You have the right to obtain consultation with, or transfer to, the care of another physician.
10. You have the right to make decisions regarding your health care, including the acceptance or refusal of a proposed procedure, drug or treatment and to be informed of the possible consequences of such a decision.
11. You have the right to be informed at the time of hospital discharge about your needs for, and ways of obtaining, follow-up care.
12. You have the right to make advance treatment directives and to have your directives honored.
13. You have the right to appoint a person to make health care decisions on your behalf in the event you lose that ability.
14. You have the right to appropriate management of pain or discomfort.

15. You have the right to attention of psychological and spiritual concerns and to receive supportive care if you are dying.
16. You have the right to transfer to another health care facility when medically permissible and after you have received complete information of the alternative to transferring. The institution to which you are being transferred must first accept you for transfer.
17. You have the right to have complaints about your care reviewed and resolved when possible.
18. You have the right to ask questions regarding your bill and receive an explanation of the charges.

Patient's Responsibilities

1. As a patient, you are responsible to participate actively in your health care by providing accurate and complete information about present and past illnesses and matters relating to your health. We encourage you to ask questions if instructions or procedures are not understood and to participate in making decisions in collaboration with your physician.
2. As a patient you are responsible to accept the consequences of your decision to refuse treatment or if you disregard the instructions of the doctor, nurse and other health professionals providing your care.