

GRIEVANCE PROCESS

Our goal is to exceed your expectations. If you have concerns about your care or services received that cannot be resolved immediately by the staff present, you or your representative have the right to file a grievance verbally or in writing with any hospital staff member. If you would like your concerns to be heard outside of the department that provided your care or service, or if you choose to file a grievance after dismissal, please call one of the numbers on the back of this brochure. Additionally, you may file a grievance with the State Agency or Quality Improvement Organization, regardless of whether you have first used the hospital's grievance process.

All concerns are taken seriously. We will work together toward a timely and satisfactory resolution of the situation.

Thank you for allowing us to take care of you and your loved ones.

Newman Regional Health

1201 West 12th Avenue
Emporia, KS 66801
620-343-6800
www.newmanrh.org



If you believe that Newman Regional Health has violated your rights or you have been discriminated against in any way, you can file a grievance:

PATIENT ADVOCATE
620-343-6800 ext. 22104

EXECUTIVE DIRECTOR OF QUALITY AND SAFETY
620-343-6800 ext. 22100

COMPLIANCE OFFICER
620-343-6800 ext. 22100

QUALITY IMPROVEMENT ORGANIZATION, LIVANTA
PO Box 2687, Virginia Beach, VA 23450
888-755-5580, 711 (TTY)
livantaqio.cms.gov

KANSAS DEPARTMENT OF AGING & DISABILITY SERVICES
612 S. Kansas Avenue, Topeka, KS 66602
800-842-0078, 785-291-3167 (TTY)
kdads.ks.gov

U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES
OFFICE OF CIVIL RIGHTS
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
800-368-1019, 800-537-7697 (TDD)
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>



Patient Rights and Responsibilities



Newman Regional Health is committed to respect and protect the rights of our patients. Honoring these rights is an important part of caring for you as a whole person. We are committed to relating to you in a way that respects your role in making decisions about your care. We will provide care in a manner that is sensitive to cultural, racial, religious and other differences. In providing you this care, we will not discriminate on the basis of race, color, national origin, religion, age, disability, sex, sexual orientation, pregnancy, or source of payment.

We will respond to your reasonable requests for treatment and to your healthcare needs. Our response will depend on both the urgency of your situation and on our ability to provide the kind of treatment you may require.

We need you to participate in decisions about your healthcare. By talking with your caregivers and actively participating in planning your care, you will help to ensure the care you receive will respect your dignity and align with your desires and values.

At Newman Regional Health, we believe every patient has the right to:

- Considerate and respectful care provided by competent personnel.
- Know the names and professional status of all persons providing services to you and to know the name of the physician who is primarily responsible for your care.
- Personal privacy. Care discussion, consultation, examination, and treatment will be conducted discreetly.
- Receive care and services in a safe setting, free from all forms of neglect, exploitation, abuse, and harassment.

- Be involved in making decisions about your care, including receiving complete and current information concerning your health status, diagnosis, and prognosis in terms you can understand.
- Have an explanation in terms you can understand of any proposed procedure, drug, or treatment, including a description of the nature and purpose; the possible benefits; the serious side effects, risks, or drawbacks that are known; potential costs; expected recovery; likelihood of success; and any alternative procedures or treatments.
- Participate in discharge planning, including reasonable continuity of care and to be informed by caregivers of realistic patient care options when hospital care is not appropriate.
- Supportive care, including appropriate management of pain, treatment of uncomfortable symptoms and support of your psychological and spiritual needs.
- Accept or refuse any procedure, drug, or treatment to the extent permitted by law and to be informed of the medical consequences of any such refusal.
- Request a change in physician or transfer to another health facility due to religious or other reasons. The facility to which you request transfer must first accept you as a patient.
- Formulate advance directives and to expect that these directives will be honored.
- Appoint a surrogate to make healthcare decisions on your behalf to the extent permitted by law in the event you lose the capacity to make decisions.
- Assistance in obtaining consultation with another physician or practitioner regarding your care upon your request. This consultation may result in additional cost to you.
- Expect all communications and records related to your care will be treated confidentially.
- Access the information contained in your medical record within a reasonable time frame and in a format agreed upon by you and the hospital, to the extent permitted by law.

- Designate a legal representative to access the information in your medical record to the extent permitted by law.
- Examine your bill and receive a detailed explanation of the charges regardless of the source of payment for your care.
- Be informed of your rights during the admission process.
- Have a family member or representative of your choice, and your own physician, notified of your admission to the hospital in a timely manner.
- Choose who may visit you during your stay, to change your mind about who may visit, and an explanation of the reasonable circumstances under which we may restrict visiting.
- Designate a support person to make decisions about visitors for you if you are unable to make or communicate those decisions. You can designate a support person different from your legal representative or surrogate decision-maker for healthcare decisions.
- Be free from restraint or seclusion of any form that is not necessary to ensure the physical safety of yourself, our staff members, or others. Any medically necessary restraint or seclusion will be implemented by trained staff and discontinued at the earliest possible time.

We believe each patient is responsible for:

- Respecting the rights of other patients and staff.
- Being respectful of the property of others and the hospital.
- Following the rules and regulations affecting patient care and conduct.
- Providing accurate and complete information.
- Asking questions when you don't understand.
- Following the treatment plan recommended by the healthcare team.
- Your outcomes in the event you refuse treatment or do not follow physician orders.
- Assuring that financial obligations of your healthcare are fulfilled.