

PATIENT RIGHTS AND RESPONSIBILITIES

Prairie View respects, protects, and promotes patient rights. Each patient has important legal, personal, and civil rights. Some of these rights are listed below. If you have any questions about them, please ask. Some of these rights may not apply to persons who have been declared legally incompetent by a court of law.

Access to Respectful Care

- You have the right to be treated with dignity and respect and not to be subjected to any verbal, mental, sexual, or physical abuse or exploitation.
- You have the right not to be subjected to the use of any type of treatment, technique, intervention, or practice, including the use of restraint or seclusion, done solely as a means of coercion, harassment, discipline, retaliation, or for convenience.
- You have the right to receive treatment in the least restrictive, most appropriate manner.
- You have the right to receive care in a safe setting.
- You have the right to know who has primary responsibility for your care, treatment, or service.
- You have the right to pain management.
- You have the right to receive treatment recommendations and referrals, if applicable, when you are to be discharged or transferred.
- You have the right to receive services free of discrimination on the basis of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression. For drug/alcohol services in our certified sites and for CMHC-required services in our CMHC sites, services will not be denied solely due to inability to pay.

Involvement in Care Decisions

- You have the right to an explanation of the potential benefits and any known adverse consequences or risks associated with any type of treatment (including medications) included in your treatment plan.
- You have the right to ask questions about your care and treatment options.
- You have the right to be provided with information about other clinically appropriate medications and alternative treatments, even if they are not recommended.
- Voluntary patients have the right to refuse any treatments or medications.
- Voluntary patients in the hospital have the right to be discharged by no later than the third day, excluding Saturdays, Sundays, and holidays, after the patient's responsible party makes a written request for discharge, unless a court orders otherwise.
- Involuntary patients have the right to be informed that there may be consequences to failing or refusing to comply with the provision of the treatment plan or to take prescribed medication. (Staff may not be aware of all possible legal consequences.)
- You have the right to refuse to take any experimental medication or to participate in any experimental treatment or research project.
- You have the right to actively participate in the development of an individualized treatment plan, including the right to request changes in the treatment being provided and to request a change in staff providing services.
- You have the right to receive services from non-Prairie View staff. Necessary authorizations must be signed to allow coordination of treatment.
- You have the right to be accompanied or represented by an individual of your own choice during contacts with Prairie View, as long as such accompaniment or representation does not compromise your or others' rights, does not significantly interfere with your or others' treatment, and would not be unduly disruptive to Prairie View operations.
- You have the right to make decisions about your health care. This does not mean that you can demand treatment and services that are medically inappropriate or unnecessary.
- You have the right to formulate advance directives and to have staff comply with these directives in the hospital setting.
- You have the right to have your cultural, spiritual, and personal values, beliefs, and preferences respected.
- Hospitalized patients have a right to pastoral and other spiritual services upon request.

- If hospitalized, you have the right to have a family member or representative of your choice and your own physician notified promptly of your admission.
- You have the right to obtain information about fees and refund policies before you receive treatment services, except in crisis situations.
- You have the right to receive information regarding your health care in a way you are able to understand.

Access to Your Clinical Record

- You have the right to review and obtain a copy of your clinical record as described in Prairie View's Notice of Privacy Practices.

Confidentiality and Privacy

- You have the right to confidentiality and privacy as described in Prairie View's Notice of Privacy Practices.
- You have the right to refuse to be fingerprinted, photographed, or recorded without consent, except for identification, administrative, and security purposes.
- Consistent with individual treatment plans and hospital policies, hospitalized patients have the right to receive or refuse to see visitors (including, but not limited to, a spouse, a domestic partner [including a same-sex domestic partner], another family member, or a friend), to make and receive private phone calls, and to send and receive private mail.

Concerns About Your Care

- You have the right to have health care information provided in a manner and form that you can understand.
- You have the right to express any concerns you may have regarding your care, and to receive a response in a timely and impartial manner. We encourage you to communicate concerns to the individual or department involved. If concerns are not resolved at that level, you are encouraged to send them to the President/Chief Executive Officer. Complaint forms may be obtained from any receptionist.
- If your concerns cannot be resolved through Prairie View, you may contact our accrediting organization, the Joint Commission at 800-994-6610.
- The Disability Rights Center of Kansas, Inc. (DRC) is a federally funded protection and advocacy organization that was established to protect the rights of individuals with disabilities. DRC may be contacted at 785-273-9661.
- You may contact the Kansas Department for Aging and Disability Services (KDADS) at 620-663-5731 or 785-296-6807 (for substance abuse services). Address: 503 S. Kansas Ave., Topeka, KS 66603
- You may contact the State Commissioner of Insurance Hotline at 800-432-2484 about insurance coverage or payment concerns.
- You will not be retaliated against for submitting a complaint.

Patient Responsibilities

- You are responsible for providing a complete and accurate medical and psychiatric history. This history should include all prescribed and over-the-counter medications that you are taking.
- You are responsible for informing us about all treatments and interventions that you are involved in.
- You are responsible for actively pursuing the objectives in your treatment plan.
- You are responsible for providing information about unexpected difficulties you have involving your health care.
- You are responsible for making it known whether you clearly understand your treatment plan.
- You are responsible for making appointments and arriving on time. You must call us in advance when you cannot keep a scheduled appointment.
- You are responsible for treating Prairie View staff with respect.
- You are responsible for providing us with correct information about your sources of payments and ability to pay your bill.