

PATIENT RIGHTS AND RESPONSIBILITIES

PATIENT RIGHTS

ARcare and KentuckyCare have adopted the following statement of patient rights. This list shall include, but not be limited to, the patient's right to:

- Exercise these rights without regard to sex, cultural, economic, educational or religious background or the source of payment for care.
- Considerate and respectful care.
- Knowledge of the name of the physician who has primary responsibility for coordinating his/her care and the names and professional relationships of other physicians and healthcare providers who will see him/her.
- Receive information from his/her physician about his/her illness, his/her course of treatment, and his/her prospects for recovery in terms that he/she can understand.
- Receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse the course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in the treatment, alternate course of treatment or non-treatment and the risks involved in each and to know the name of the person who will carry out the procedure or treatment.
- Participate actively in decisions regarding his/her medical care. To the extent permitted by law, this includes the right to refuse treatment. The patient has the right to have his/her family and physician promptly notified of his/her admission to the clinic.
- Full consideration of privacy concerning his/her medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discretely. The patient has the right to be advised as to the reason for the presence of any individual.
- Reasonable responses to any reasonable request he/she may make for service.
- Leave the clinic against the advice of his/her physician.
- Reasonable continuity of care and to know in advance the time and location of appointment as well as the physician providing the care.
- Be advised if clinic/personal physician proposes to engage in or perform human experimentation affecting his/her care or treatment. The patient has the right to refuse to participate in such research projects.
- Be informed by his/her physician or a delegate of his/her physician of the continuing healthcare requirements following his/her discharge from the clinic.

- Examine and receive an explanation of his/her bill regardless of source of payment. Upon request, an itemized statement of all services shall be provided within 30 days after discharge or 30 days after the request, whichever is later.
- Know which clinic rules and policies apply to his/her conduct while a patient.
- Have all patient's rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
- Have complaints or concerns resolved by staff or management.
- Anyone may contact the Arkansas Department of Health by telephone at 501-661-2201 with any complaints. Complaints may also be reported to the Joint Commission by telephone at 800-994-6610 or by email at complaint@jointcommission.org.
- Any Medicare beneficiary may contact the KEPRO QIO with any complaints.
Beneficiary Helpline: 1-844-430-9504, Fax: 1-844-878-7921
Rock Run Center, Suite 100
5700 Lombardo Center Dr.
Seven Hills, OH 44131
Attention: Beneficiary Complaints

PATIENT RESPONSIBILITIES

The care a patient receives depends partially on the patient himself. Therefore, in addition to these rights, a patient has certain responsibilities. These responsibilities should be presented to the patient in the spirit of mutual trust and respect:

- The patient has the responsibility to provide accurate and complete information concerning his/her present complaints, past illnesses and clinicizations, and other matters relating to his/her health.
- The patient is responsible for making it known whether he/she clearly comprehends the course of his/her medical treatment and what is expected of him/her.
- The patient is responsible for following the treatment plan established by his/her physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.
- The patient is responsible for keeping appointments and for notifying the clinic or physician when he/she is unable to do so.
- The patient is responsible for his/her actions should he/she refuse treatment or not follow his/her physician's orders.
- The patient is responsible for assuring that the financial obligations of his/her clinic care are fulfilled as promptly as possible.
- The patient is responsible for following clinic policies and procedures.
- The patient is responsible for being considerate of the rights of other patients and clinic personnel.
- The patient is responsible for being respectful of his/her personal property and that of other persons in the clinic.
- The patient is responsible for speaking up regarding any concerns about his/her care or safety issues.