

Patient Rights:

1. Considerate and Respectful Care

- Patients have a right to quality health care that includes dignity and respect for their cultural, physical, psychosocial, spiritual, educational, personal values, beliefs and preferences.
- Patients have a right to receive services on a nondiscriminatory basis without regard to race, religion, color, sex, national origin, age, mental status, sexual orientation, gender identity or expression, political affiliation, veteran status, disability, inability to pay, or any other classification prohibited by law.
- Patients have a right to receive care in a safe, secure setting and to be free from all forms of abuse, neglect or harassment and exploitation.
- Patients have a right to assistance in obtaining protective and advocacy services.

2. Privacy and Confidentiality

- Patients have a right to personal privacy and confidentiality of information.
- Patients and/or their legally designated representative have a right to access and request amendment to their health information within the limits of the law.

3. Information About Your Treatment

- Patients have a right to information about their diagnosis, condition and treatment in terms that they can understand. This includes: providing information to communicate with patients who have vision, speech, hearing or cognitive impairments in a manner that meets the patient's needs and providing language interpreting and translation services as necessary.
- Patients have a right to be informed about the outcomes of care, including unanticipated outcomes.
- Patients have the right to know the names and professional titles of their physicians and caregivers.

4. Participation in Decisions About Your Care

- Patients, or designated representative, have a right to be involved in the development and implementation of their plan of care and to receive information from their physician to enable an informed decision and consent prior to the start of any procedure and/or treatment.
- Patients have a right to be informed of alternative treatments and to choose among the alternatives, including a right to accept or refuse treatment to the extent permitted by law, and to be informed of the medical consequences of their actions.
- Patients have the right to select the form of pain management of their preference.

5. Reasonable Response to Requests and Needs

- Patients with physical disabilities have the right to reasonable accommodations, subject to their medical needs.
- Patients have a right to expect reasonable continuity of care and assistance in locating alternate services when medically indicated.

Patient Responsibilities:

1. Provide Complete Medical Information

- Patients have a responsibility to provide, accurate and complete information about their present condition, past illnesses, recent changes, hospitalizations, medications, and other matters related to their health or their child's, including information about home and/or work that may impact their ability to follow the proposed treatment.
- Patients have a responsibility to take care of their health as best they can.

2. Ask for Clear Explanations

- Patients are encouraged to ask questions so that they may understand their health problems and what to reasonably expect during their course of treatment.

3. Make Informed Decisions

- Patients have a responsibility for making health care decisions that affect their life.
- Patients have a responsibility to follow the treatment plan developed with their provider. They should express any concerns about their ability to understand and/or comply with a proposed course of treatment. They are responsible for the outcomes if they refuse treatment or do not follow their care provider's instructions.
- If a patient is unable to participate in the decision-making process, then the patient's legally designated representative has a responsibility to make decisions consistent with the patient's values and life goals.

4. Accept Financial Responsibilities

- Patients have a responsibility to provide information necessary for claims processing and to maintain personal and financial integrity with respect to health care services provided on their behalf.

5. Support Policies That Apply to Patient Care and Conduct

- Patients are expected to treat all medical staff, other patients and visitors with courtesy and respect; abide by all rules and safety regulations.

6. Express Concerns or Grievances

- Patients have a right to voice any concerns they may have regarding the care they have received and to have those concerns reviewed and resolved. Voicing a concern will not compromise their care or access to healthcare. Patients are encouraged to contact any staff present, the manager or director of that department, or Customer Concerns, which may be reached at 314-814-8518.

The patient may also lodge a grievance with the following agencies directly, regardless of whether he/she has first used the facility's grievance process.

**Missouri Department of Health
and Senior Services**
P.O. Box 570
Jefferson City, MO 65102
573-751-6303

**The Joint Commission (TJC)
Office of Quality Monitoring:**
One Renaissance Blvd.
Oakbrook, IL 60181
800-994-6610 or 630-792-5800
Fax: 630-792-5636
complaint@jointcommission.org