

**PATIENT RIGHTS AND RESPONSIBILITIES**  
**(PCRCM – Revised August, 2018)**  
**PATIENT RECHTE UN VERANWANTLICHKEIT**  
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**PATIENT RIGHTS:**  
**PATIENT RECHTE:**

As our patient, we have the responsibility to respect, protect, and promote your rights. You are a key member of your Health Care Team and you have the right to:  
Ass unser Patient, mir hen die Veranwattlichkeit die Rechte zu aasehe, schutze, un uffhalde. Du bischt en “Key Member“ vun die Health Care Team un du hoscht die Recht zu:

- Receive safe, quality care through the services that the hospital provides.
- Griege sicher, quality care darrich Services die die Grankehaus gebt.
- Receive care and have visitation privileges without being discriminated against because of age, race, color, national origin, language, religion, culture, disability, sex, gender identity or expression, sexual orientation, or ability to pay.
- Griege Care un hen Bsuch Vorrechte mitaus discrimination wege die Elder, Rasse, Fareb, National Origin, Schprooch, Glaawe, Kuldur, Disability, Gschlecht, Sexual Orientation, odder dei Meeglichkeit zu bezaahle.
- Choose who can and cannot visit you, without regard to legal relationship, race, color, national origin, religion, sex, sexual orientation, gender identity or disability. You may withdraw or deny consent for visitation at any time.
- Waehle wer un wer dich net bsuche kann, mitaus Regard zu Legal Relationship, Rasse, Fareb, National Origin, Glaawe, Gschlecht, Sexual Orientation, odder Hinnerlichkeit. Du kannscht rausnemme odder verleege Eibillich fer en Bsuch wann du witt.
- Be informed when the hospital restricts your visitation rights for your health or safety, or the health or safety of patients, employees, physicians or visitors.
- Sei Informed wann es Grankehaus verkatzt dei Bsuch Rechte fer dei Gsund odder Sicherheit, odder die Gsund odder Sicherheit vun Patients, Schaffleit, Doktors odder Bsucher.
- Be informed of the hospital's policies about your rights and health care.
- Sei Informed vun es Grankehaus Policies iwwer dei Rechte un Health Care.
- Be treated with respect and dignity and be protected from abuse, neglect, exploitation and harassment.
- Sei behandelt mit Respect un Dignity un gschutzt vun Misbrauch, Verbasse, Exploitation un Harassment.

- Have your own physician and/or a family member, support person, or other individual be notified promptly of your admission to the hospital.
- Hab dei eegne Doktor un/odder en Freindschaff, Support Person, odder annere Person zu gude Zeit genotified vun dei Admission zu dem Grankehaus.
- Know the names and roles of hospital staff caring for you.
- Kenn die Naame un Roles vun Grankehaus Staff die um dich kummere.
- Have a family member, support person, or other individual present with you for emotional support during the course of your stay, unless the individual's presence infringes on others' rights, safety, or is medically or therapeutically contraindicated.
- Hab en Freindschaff, Support Person, odder annere Person mit dir fer geistliche Unnerschutzung darriche es Laaf vun dei Bleiwe, mitaus der Persons geht uff die Rechte, Sicherheit, odder iss medically odder therapeutically contraindicated.
- Have a family member, support person, or other individual involved in treatment decisions or make health care decisions for you, to the extent permitted by law.
- Hab en Freindschaff, Support Person, odder annere Person verwickelt in Treatment Entscheidinge odder mach Health Care Entscheidinge fer dich, so weit ass die Recht saagt.
- Have an Advance Directive (health care directive, durable power of attorney for health care, or living will) that states your wishes and values for health care decisions when you cannot speak for yourself.
- Hab en Advance Directive (health care directive, durable power of attorney fer health care, odder living will) die saagt dei Winsche un Waerter fer Health Care Entscheidinge wann du net fer dich selwer schwetze kannscht.
- Be informed about your health problems, treatment options, and likely or unanticipated outcomes so you can take part in developing, implementing and revising your plan of care and discharge planning. Discharge planning includes deciding about care options, choice of agencies or need to transfer to another facility.
- Sei Informed iwwer dei Gsund Druwel, Treatment Options, un liekly odder unerwarte Rauskumme so ass du en Role nemme kannscht in Entwicklung, Eiduhne un Verbessere dei Blan vun Care un Discharge Blanne. Discharge Blanne hot entscheide iwwer Care Options, Waehl vun Agencies odder Brauch um noch en annere Blatz umzuziehe.
- Have information about the outcome of your care, including unanticipated outcomes.
- Hab Information iwwer die Rauskumme vun dei Care, eischliesse unerwarte Rauskumme.
- Request, accept and/or refuse care, treatment or services as allowed by hospital policy and the law, and be informed of the medical consequences of your any refusal of care.
- Frooge, Nemme un/odder veiweigere Care, Treatment odder Services as es Grankehaus Polciy erlaabt un die Recht, un sei Informed vun de Medical Noochfolye vun dei Veiwieger vun Care.

- Ask for a change of care provider or a second opinion.
- Froog fer en Wexslung vun Care Provider odder en Zwette Meening.
- Have information provided to you in a manner that meets your needs and is tailored to your age, preferred language, and ability to understand.
- Hab Information zu dir gewwe in en Aart die verfillt dei Brauche un iss fer dei Elder, Schprooch, un Vermeege zu verschteh.
- Have access to an interpreter and/or translation services to help you understand medical and financial information.
- Hab Access zu en Iwwersetzer un/odder Iwwersetzung Services um dich zu helfe fer Medical un Financial Information zu verschteh.
- Have your pain assessed and managed.
- Hab dei Schmatz assessed un handghatt.
- Have privacy and confidentiality when you are receiving care.
- Hab Privacy un Vertraulichkeit wann du Care grickscht.
- Practice and seek advice about your cultural, spiritual and ethical beliefs, as long as this does not interfere with the well being of others.
- Iewe un suche Rat iwwer dei kuldure, glaawe, un ethical Glaawe, so lang as des net annere Leit baddert.
- Request religious and spiritual services.
- Froog fer Glaawe un Geistliche Services.
- Request a consult from the Ethics Committee to help you work through difficult decisions about your care.
- Froog fer en Consult vun die Ethics Committee zu dir zu helfe darrich die hatte Entscheidung iwwer dei Care zu schaffe.
- Consent or refuse to take part in research studies as well as recordings, films or other images made for external use.
- Eiwilliche odder veiweigere in en Research Study mitzumache un aa Recordings, Films, odder annere Pickders die fer Drausse Geyuse gemacht sin.
- Be free from restraints or seclusion, unless medically necessary or needed to keep you or others safe. If necessary, any form of restraint or seclusion will be performed in accordance with safety standards required by state and federal law.
- Sei frei vun Verzwenge odder Seclusion, mitaus medically gebrauchte um dich sicher vun annere Leit zu behalde. Wann notwennich, eeniche Form vun Verzwenge odder Seclusion waerre geduh mit Sicherheit Standards erlaabt vun Schtaat un Landlich Gsetz.
- Have a safe environment, including zero tolerance for violence, and the right to use your clothes and personal items in a reasonably protected environment.
- Hab en sichere Environment, mit kein Toleranz fer Gewalt, un die Recht dei Gleeder un annere persehnliche Dinge zu yuuse in en gschutzte Environment.

- Take part in decisions about restricting visitors, mail or phone calls.
- Mitmache in Entscheidunge iwver Restricting Bscuher, Poscht odder Uffrufe.
- Receive protective oversight while a patient in the hospital, and receive a list of patient advocacy services (such as protective services, guardianship, etc.).
- Griege gschützte Iwwersehne ass du en Patient in es Grankehaus bischt, un griege en Lischt vun Patient Advocacy Services (wie Protective Services, Guardianship, usw.)
- Receive compassionate care at the end of life.
- Griege mitleidiche Care am End dei Lewe.
- Donate, request or refuse organ and tissue donations.
- Freigeb, froog, odder veiweigere Kareberdeel un Tissue Freigewwe.
- Review your medical record and receive answers to questions you may have about it. You may request amendments to your record and may obtain copies at a fair cost in a reasonable time frame.
- Iwwergucke dei Medical Record un griege Antwadde zu Frooge die du iwver es hoscht. Du darfscht Amendments frooge zu dei Record un darfscht griege Copies fer en fair Koscht in en gude Zeitraum.
- Have your records kept confidential; they will only be shared with your caregivers and those who can legally see them. You may request information on who has received your record.
- Hab dei Records Private behalde; sie waerre yuscht mit dei Caregivers un die die sie rechtlich sehe kenne gedeelt. Du darfscht fer Information frooge zu wisse wer dei Records gsehne hot.
- Receive a copy of and details about your bill.
- Griege en Copy vun un Details iwver dei Rechling.
- Ask about and be informed of business relationships among payors, hospitals, educational institutions, and other health care providers that may affect your care.
- Froog iwver un sei informed iwver Business Relationships iwver Bezaahler, Grankeheiser, Educational Institutions, un annere Health Care Providers die dei Care bewege kenne.
- Know the hospital's grievance process and share a concern or grievance about your care either verbally or in writing and receive a timely written notice of the resolution. If you have a grievance or concern, please contact Corporate Compliance at 573-458-7613. You may also contact Corporate Compliance at 1-844-840-8229.
- Wisse es Grankehaus Grievance un deele en Aageleges odder Grievance iwver dei Care entwedder mundlich odder schriftlich un griege en schriftliche Notice vun der Resolution in gudi Zeit. Wann du en Grievance odder Aageleges hoscht, sei so gut un ruf Corporate Compliance um 573-458-7613 uff. Du darfscht aa Corporate Compliance um 1-844-840-8229 uffrufe.

Missouri Department of Health & Senior Services  
Health Services Regulation  
P.O. Box 570  
Jefferson City, MO 65102-0570  
Phone: 1-573-751-6303

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The Joint Commission  
Office of Quality Monitoring  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
Email: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)  
Fax: 1-630-792-5636  
Complaint Line: 1-800-994-6610

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Primaris, Inc.  
Quality Improvement Organization  
200 North Keene Street  
Columbia, MO 65201  
Medicare Beneficiary Protection Hotline: 1-800-347-1016  
Premature Discharge Appeals: 1-866-902-1813

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## **PATIENT RESPONSIBILITIES**

### **PATIENT VERANTWATTLICHKEIT**

You and/or your family member, support person, or other designated individual acting on your behalf have the responsibility to:

Du un/odder dei Freindschaff, Support Person, odder annere gsaate Person die fer dich schwetzt hot die Verantwattlichkeit zu:

- Provide correct and complete information about yourself and your health, including present complaints, past health problems and hospital visits, medications you have taken and are taking (including prescriptions, over-the-counter and herbal medicines), and any other information you think your caregivers need to know.
- Gewwe richtige un complete Information iwver dich selwer un dei Gsund, mit neilich Beklaagt, frieher Gsund Druwwel un Grankehaus Bsuche, Medications die du genumme hoscht un nau nemmscht (mit Prescriptions, Over-the-counter un Graute Medicines), un eenich epper Information du denkscht dei Caregivers brauche zu wisse.
- Follow your agreed-upon care plan and report any unexpected changes in your condition to your doctor.
- Folg dei Agreed-upon Care Plan un berichde eeniche unerwaarte Ennerungen in dei Condition zu dei Doktor.
- Ask questions when you do not understand your care, treatment, and services or what you are expected to do. Express any concerns about your ability to follow your proposed care plan or course of care, treatment, and services.
- Froog Frooge wann du eppes net verschtehscht iwver dei Care, Treatment, un Services odder was du erwaardet zu duh bischt. Saag eeniche Concerns iwver dei Ability zu folye dei versaagte Care Plan odder Course vun Care, Treatment, un Services.
- Accept consequences for the outcomes if you do not follow the care, treatment, and service plan.
- Nemme Consequences vun de Rauskumme wann du dei Care, Treatment, un Service Plan net folgscht.
- Speak up and share your views about your care or service needs and expectations, including your pain needs and any perceived risk or safety issues.
- Schwetz un deel dei Views iwver dei Care odder Service Brauche un Erwardinge, mit dei Schmatz Brauche un eeniche perceived Risk odder Safety Issues.
- Provide correct and complete information about your Advance Directive if you have one and provide a current copy.
- Gewwe richdige un complete Information iwver dei Advance Directive wann du een hoscht un geb en current Copy.

- Respect the rights, property, privacy, dignity, and confidentiality of patients and others in the hospital.
- Aaseh die Rechte, Eegedum, Privacy, Dignity, un Confidentiality vun Patients un annere Leit in es Grankehaus.
- Be respectful in your interactions with other patients, employees, physicians and visitors without regard to age, race, color, national origin, language, religion, culture, disability, socioeconomic status, sex, gender identity or expression, or sexual orientation.
- Sei Respektvoll in dei Interactions mit annere Patients, Schaffleit, Doktors, un Bsucher mitaus regard zu Elder, Rasse, Fareb, National Origin, Schprooch, Glaawe, Kuldur, Disability, Socioeconomic Status, Gschlecht, Gender Identity odder Expression, odder Sexual Orientation.
- Follow instructions, hospital policies, rules and regulations which include respecting property and helping control noise.
- Folye Instructions, Grankehaus Policies, Regel, un Regulations die hen respekthe Eegedum un helfe mit Laerm control.
- Leave your valuables and personal belongings at home, have your family members take them home, or have them placed with Security until you are discharged.
- Loss dei Waervolle Dinge un persehnliche Dinge daheem, hab dei Familye nemme sie heem, odder hab sie mit Security bis du rausgelosse bischt.
- Keep our environment tobacco-free. You may not use any tobacco products while inside or outside this health care facility.
- Behald unser Environment Duwackfrei. Du darfscht ken Duwack Products drin odder draus vun des Health Care Facility yuuse.
- Keep a safe environment free of drugs, alcohol, weapons, and violence of any kind, including verbal intimidation.
- Behald en sichere Environment frei vun Drugs, Alcohol, Flinte, un Gewalt vun eeniche Aart, aa schwetzliche Intimidation.
- Provide correct and complete information about your financial status as best you can and promptly meet any financial obligations to the hospital.
- Geb richtige un complete Information iwwer dei Financial Status so gut wie du kantscht un zeitlich dreffe eeniche Financial Pflichte zu dem Grankehaus.
- For more information about your Patient Rights and Responsibilities, please call Corporate Compliance at 573-458-7613.
- Fer meh Information iwwer dei Patient Rechte un Verantwattlichkeit, sei so gut un ruf Corporate Compliance um 573-458-7613 uff.