

Knoxville Hospital & Clinics' proud tradition of providing high-quality, progressive and compassionate health care started in 1925. Over the years, the hospital and clinics have grown - adding new services and clinics, medical staff, and modern technology, but you'll still find the same family-oriented, friendly service that's been the cornerstone of this community hospital since the day it opened.

At Knoxville Hospital & Clinics, we consider you a partner in your hospital care. When you are well-informed, participate in treatment decisions, and communicate openly with your physician and other health professionals, you help make your care as effective as possible.

We respect each patient's personal preferences and values and promote the rights, interests, and well-being of our patients. It is our policy that these rights shall be respected and no patient shall be required to waive these rights as a condition of treatment.

Knoxville Hospital & Clinics complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.



A Note About Privacy

We are required by federal law to maintain the privacy of your medical information and give you our Notice of Privacy Practices that describes our privacy practices, our legal duties and your rights concerning your medical information. This Notice is available in a separate brochure and will be offered to you at the time you are admitted or prior to receiving outpatient care.

Video images may be captured at various times or locations for security purposes and patient care.

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ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call (641) 842-1421.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (641) 842-1421.



An Affiliate of **MERCYONE** SM



Patient Rights & Responsibilities

Knoxville Hospital & Clinics
(641) 842-2151
Pleasantville Clinic
(515) 848-3113

*Thank you for choosing
Knoxville Hospital & Clinics
for your health care.*

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www.knoxvillehospital.org

While you are a patient in this hospital, your rights include the following:

Respect and Nondiscrimination

You have the right to considerate, respectful, and nondiscriminatory care from your physicians, nurses, health care professionals and other hospital employees.

You have the right to:

- Receive care in a safe setting.
- Be treated kindly and respectfully by all hospital personnel.
- Have your cultural, psychological, spiritual, and personal values, beliefs, and preferences respected.
- Exercise cultural and spiritual beliefs that do not interfere with the well-being of others or the planned course of your medical therapy.
- Be free from all forms of abuse or harassment.
- Be free from restraint or seclusion of any form that is not medically necessary or that is used as a means of coercion, discipline, convenience, or retaliation by staff.

Confidentiality and Disclosure of Health Information

You have the right to talk in confidence with health care providers and to have your health information protected. You have the right to review and copy your own medical record and request that your physician amend your record if it is not accurate, relevant or complete.

You have the right to:

- Have personal privacy concerning your own medical care program. Any discussion about your care, consultation among health care professionals about your condition, examination and treatment are confidential and should be conducted discreetly. Persons not involved in your care must have permission to be present. Expect that all communication and clinical records pertaining to your care will be confidentially.

Visitation Rights

You have the right to receive visitors whom you designate, including, but not limited to, a spouse, domestic partner (including a same sex domestic partner), another family member or friend, and your right to deny or withdrawal such consent at any time. Visitation rights may be restricted or limited due to clinically necessary or reasonable precautions. You will be informed of these restrictions, if applicable.

Participation in Treatment Decisions

You have the right to know all of your treatment options and to participate in decisions about your care. Your spouse, partner, parents, agent, or other individuals whomever you have designated may represent you if you cannot make your own decisions. You have the right to:

- Participate in developing and implementing your plan of care.
- Make informed decisions about your care.

- Accept medical care or refuse treatment to the extent permitted by law and to be informed of the medical consequences of such refusal.
- Have advance directives, such as a Living Will or a Durable Power of Attorney for Health Care and have a health care team that complies with these directives.

Access to Emergency Services

- You have the right to receive screening and stabilizing emergency services whenever and wherever needed if you have severe pain, symptoms or an injury that convinces you that your health is in jeopardy.
- Receive evaluation, service and/or referral as indicated by the urgency of your situation; be given complete information regarding any decision to transfer you to another facility, if such a transfer is medically permissible; and understand the need for and alternatives to a transfer. The facility to which you will be transferred must first accept the transfer.

Information Disclosure

You have the right to receive accurate and easily understood information about your health, treatment plan, health care professionals and facilities. If you speak a language other than English, have a physical or mental disability or simply do not understand something, assistance will be provided so that you can make informed decisions about your care.

You have the right to:

- Be informed of your rights before patient care is furnished or discontinued, whenever possible.
- Receive information about your rights as a Medicare beneficiary upon admission.
- Be informed of the hospital rules and regulations applicable to your conduct as a patient.
- Expect that a family member or representative and a physician will be notified promptly upon your admission to the hospital.
- Know the name, identity and professional status of any person providing health care services to you and to know who is primarily responsible for your care.
- Receive complete and current information concerning your diagnosis in terms you can understand. As a patient, when it is not medically advisable to you to receive such information it will be given to an appropriate person on your behalf.
- Receive effective communication in a language you understand. Language assistance is available to you at no cost. Vision, speech, hearing, cognitive impairments or other communication needs will be addressed by hospital staff.
- Receive an explanation of any proposed procedure or treatment, including a description of the nature and purpose of the procedure, known risks or serious side effects and treatment alternatives.
- Be informed about the type of pain to anticipate and pain relief measures.
- Be informed by your practitioners of any health-related concerns or instructions for you to follow upon discharge from the hospital.
- Examine your bill and receive an explanation of the charges

Complaints and Appeals

You have the right to a fair, fast and objective review of any complaint you have against KHC or your physician, nurse or other health care professional. This includes complaints about patient care and safety, waiting times, operating hours, the conduct of hospital personnel and the adequacy of health care facilities.

We welcome the opportunity to address any concerns you may have. You are always welcome to speak with your nurse or physician directly. A Nursing Supervisor is available in the facility 24 hours a day. The Patient Advocate can be reached at 641-842-2151 during business hours.

Additional contact information is provided below, per regulatory requirements:

Patient Advocate, Knoxville Hospital & Clinics
Phone: 641-842-2151 Fax: 641-842-1470
Email: advocate@knoxvillehospital.org

Mail: 1002 S Lincoln St, Knoxville, IA 50138
Administration - Knoxville Hospital & Clinics
Direct phone: 641-842-1402

Iowa Department of Inspections and Appeals
Phone: 877-686-0027 Fax: 515-281-7106
Mail: Health Facilities Division/Complaint Unit Lucas State
Office Building, 321 East 12th St, Des Moines, IA 50319-0083

Commence Health – Medicare BFCC-QIO Program
Phone: 888-755-5580 TTY: Dial 711
PO Box 2687, Virginia Beach, VA 23450
www.commencehealthqio.cms.gov

Accreditation Commission for Health Care (accrediting body of the KHC Sleep Disorder Center) Phone: 855-937-2242,
Mail: 139 Weston Oaks Ct., Cary, NC 27513

While you are a patient in this hospital, you have the responsibility to:

- Provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to your health - including advance directives - and report whether or not you clearly comprehend a contemplated course of action and its anticipated effects.
- Follow the treatment plan recommended by the practitioner primarily responsible for your care. This may include following the instructions of nurses and other health care professionals as they implement your practitioner's orders and enforce the applicable hospital rules and regulations.
- Accept the medical consequences if you refuse treatment or if you do not follow your practitioner's instructions.
- Follow hospital rules and regulations affecting patient care and conduct.
- Be considerate of the rights of other patients and hospital personnel and assist in the control of noise and the number of visitors in your room.
- Assure that the financial obligations of your care are fulfilled as promptly as possible.