

NEOSHO MEMORIAL REGIONAL MEDICAL CENTER

POLICY NAME:	PATIENT RIGHTS AND RESPONSIBILITIES
DEPARTMENT:	HOSPITAL-WIDE
DATE:	NOVEMBER 18, 2025
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POLICY NUMBER:	04.009
APPROVAL:	BOARD OF TRUSTEES

Neosho Memorial Regional Medical Center, a critical access hospital, respects the dignity and pride of each individual we serve. Every patient has the right to have his/her rights respected without regard to age, gender, disability, race, color, ancestry, citizenship, religion, pregnancy, sexual orientation, gender identity or expression, national origin, medical condition, marital status, veteran status, payment source or ability, or any other basis prohibited by federal, state, or local law. Each patient or patient representative, including companions of individuals with limited English proficiency, shall be informed of the patient's rights and responsibilities in advance of administering or discontinuing patient care and will be given a copy of the Patient Rights & Responsibilities by Registration staff. We adopt and affirm as policy the following rights of patient who receive services from our facilities:

Considerate and Respectful Care

- To receive **ethical, high-quality, safe and professional care** without discrimination
- To be free from all forms of **abuse and harassment**
- To be treated with **consideration, respect, and recognition** of their individuality, including the need for privacy to the extent consistent with their care needs during personal hygiene activities (e.g., toileting, bathing, dressing), during medical/nursing treatments, and when requested as appropriate. This includes the right to request the facility provide a person of one's own gender to be present during certain parts of physical examinations, treatments or procedures performed by a health professional of the opposite sex, except in emergencies, and the right not to remain undressed any longer than is required for accomplishing the medical purpose for which the patient was asked to undress while the patient is being examined or treated. People not involved in the care of the patient should not be present without the patient's consent.
- A patient's right to privacy may also be limited in situations where a person must be continuously observed to ensure his or her safety, such as when a patient is simultaneously restrained and in seclusion to manage violent or self-destructive behavior or when the patient is under suicide precautions.

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Information regarding Health Status and Care

- To be **informed of his/her health status** in terms that patient can reasonably be expected to understand, and to participate in the development and the implementation of the plan of care and treatment
- The right to be informed of the **names and functions** of all physicians/providers and other health care professionals who are providing direct care to the patient
- The right to be informed about any **continuing healthcare requirements** after his/her discharge from the hospital. The patient shall also have the right to receive assistance from the physician/provider and appropriate hospital staff in arranging for required follow-up care after discharge
- To be informed of **risks, benefits and side effects** of all medications and treatment procedures
- To be informed of all appropriate **alternative treatment procedures**
- To be informed of the **outcomes** of care, treatment and services
- To appropriate assessment and **management of pain**
- To be informed if the hospital has authorized **other healthcare and/or educational institutions** to participate in the patient's treatment. The patient shall also have a right to know the identity and function of these institutions, and may refuse to allow their participation in his/her treatment

Decision Making and Notification

- To choose a person to be a **healthcare representative and/or decision maker**. The patient may also exercise the right to exclude any family members from participating in his/her healthcare decisions
- To have a family member, chosen representative and/or the patient's own physician/provider notified promptly of **admission** to the hospital
- To **request or refuse treatment**. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate
- To formulate **advance directives** and have hospital staff and practitioners who provide care in the hospital comply with these directives
- To **leave the** healthcare facility against your physician/provider's advice to the extent permitted by law

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Access to Services

- To receive, as soon as possible, the services of a **translator and/or interpreter, telecommunications devices**, and any other necessary services or devices to facilitate communication between the patient and the hospitals' healthcare personnel
- To bring a service animal into the facility, except where service animals are specifically prohibited pursuant to facility policy (e.g., operating rooms, patient units where a patient is immunosuppressed, or in isolation)
- To **pastoral counseling** and to take part in **religious and/or social activities** while in the hospital, unless your doctor thinks these activities are not medically advised
- To **safe, secure, and sanitary accommodation** and a nourishing, well balanced, and varied diet
- To access people outside the facility by means of verbal and written communication
- To have **accessibility** to facility buildings and grounds. **Neosho Memorial Regional Medical Center** recognizes the Americans with Disabilities Act, a wide-ranging piece of legislation
- To a prompt and reasonable **response to questions and requests** for service
- To request a discharge planning evaluation

Access to Medical Records

- To have his/her **medical records**, including all computerized medical information, kept confidential and to access information within a reasonable timeframe. The patient may decide who may receive copies of the records except as required by law
- Upon leaving the healthcare facility, patients have the right to obtain **copies** of their medical records

Ethical Decisions

- To participate in **ethical decisions** that may arise in the course of care including issues of conflict resolution, withholding resuscitative services, and foregoing or withdrawal of life sustaining treatment
- If the healthcare facility or its team decides that the patient's refusal of treatment prevents the patient from receiving appropriate care according to ethical and professional standards, the **relationship with the patient** may be terminated

Protective Services

- To access **protective and advocacy services**

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- To be **free from restraints** of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff
- The patient who receives treatment for **mental illness or developmental disability**, in addition to the rights listed herein, has the rights provided by any applicable state law
- To all **legal and civil rights** as a citizen unless otherwise prescribed by law
- To an impartial review of alleged **violations of patient rights**
- To expect **emergency procedures** to be carried out without unnecessary delay
- To give **consent** to a procedure or treatment and to access the information necessary to provide such consent
- To not be required to perform **work for the facility** unless the work is part of the patient's treatment and is done by choice of the patient
- To file a complaint with the Department of Health or other quality improvement, accreditation or other certifying bodies if the patient has a concern about **patient abuse**, neglect, misappropriation of a patient's property in the facility, or other unresolved complaint, patient safety, or quality concern

Payment and Administration

- To examine and receive an explanation of the patient's **healthcare facility's bill** regardless of source of payment, and may receive upon request, information relating to the availability of known financial resources
- A patient who is eligible for **Medicare** has the right to know, upon request and in advance of treatment, whether the healthcare provider or healthcare facility accepts the Medicare assignment rate
- To receive, upon request, prior to treatment, a reasonable **estimate of charges** for medical care
- To be informed in writing about the **facility policies and procedures** for initiation, review, and resolution of patient complaints, including the address and telephone number of where complaints may be filed

Additional Patient Rights

- Except in emergencies, the patient may be **transferred to another facility** only with a full explanation of the reason for transfer, provisions for continuing care, and acceptance by the receiving institution
- To get the **opinion of another physician/provider**, including specialists, at the request and expense of the patient

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- To wear appropriate personal clothing and **religious or other symbolic items**, as long as they do not interfere with diagnostic procedures or treatment
- To request pet visitation except where animals are specifically prohibited pursuant to the facility's policies (e.g., operating rooms, patient units where a patient is immunosuppressed, or in isolation)

PATIENT RESPONSIBILITIES

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

- To provide accurate and complete information concerning health status, medical history, hospitalizations, medications, and other matters related to his/her health
- To report perceived risks in patient care and unexpected changes in the patient's condition to the responsible practitioner
- To report comprehension of a contemplated course of action and what is expected of the patient, and to ask questions when there is a lack of understanding
- To follow the plan of care established by the physician/provider, including the instructions of nurses and other health professionals as they carry out the physician's orders
- To keep appointments or notifying the facility or physician when unable to do so
- To be responsible for personal actions should the patient refuse treatment or not follow the physician's orders
- To assure that the financial obligations of the patient's healthcare are fulfilled as promptly as possible
- To follow facility policies, procedures, rules, and regulations
- To always treat hospital staff with dignity and respect. Verbal abuse will not be tolerated, and physical assault will be reported to law enforcement. Assault of a healthcare worker in Kansas is a Class A misdemeanor that carries a maximum sentence of one year's jail time and a \$2,500 fine.
- To be considerate of the rights of other patients and facility personnel
- To be respectful of personal property and that of other persons in the facility
- To help staff to assess pain, request relief promptly, discuss relief options and expectations with caregivers, work with caregivers to develop a pain management plan, tell staff when pain is not relieved, and communicate worries regarding pain medication

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- To inform the facility of a violation of patient rights or any safety concerns, including perceived risk in patient care and unexpected changes in their condition

PATIENT VISITATION RIGHTS

Neosho Memorial Regional Medical Center recognizes the importance of family, spouses, partners, friends, and other visitors in the care process of patients. We adopt and affirm as policy the following visitation rights of patients/clients who receive services from our facilities:

- To be informed of their visitation rights, including any clinical restriction or limitation of their visitation rights
- To designate visitors, including but not limited to a spouse, a domestic partner (including same sex), family members, and friends. These visitors will not be restricted or otherwise denied visitation privileges on the basis of age, race, color, national origin, religion, gender, gender identity, gender expression, sexual orientation, or disability. All patient visitors will enjoy full and equal visitation privileges consistent with any clinically necessary or other reasonable restriction or limitation that facilities may need to place on such rights in accord with the patient's wishes
- To receive visits from the patient's attorney, physician, or clergyman at any reasonable time
- To speak privately with anyone the patient wishes (subject to hospital visiting regulations) unless a physician/provider does not think it is medically advised
- To refuse visitors
- Media representatives and photographers must contact the hospital spokesperson for access to clinical areas of the hospital

RESOLUTION OF COMPLAINTS

It is the goal of the staff of Neosho Memorial to address any complaints as quickly as possible. The easiest way to do this is by telling your nurse. If the patient or representative is uncomfortable telling their nurse, call the unit director or house supervisor.

There may be a time when the patient has an issue that cannot be resolved promptly by staff. Our Patient Advocate staff is available to help.

NMRMC Patient Advocate
629 S. Plummer, PO Box 426, Chanute, KS 66720
620-432-5333

Filing a complaint independent of the hospital's grievance process

Patients have the right to lodge a grievance with the Kansas Department of Health and Environment directly regardless of whether the hospital's grievance process is used.

Kansas Department of Health and Environment

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PRINT WARNING – ALWAYS refer to the electronic copy for the latest version.

Uncontrolled copy – use only on day printed.

1/19/2026

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KDHE Bureau of Health Facilities, 900 S.W. Jackson, Topeka, KS 66612
1-800-842-0078

Referral of Medicare beneficiaries' concerns regarding quality of care or premature discharge should be directed to:

Kansas Foundation for Medical Care, Inc.,
2947 S.W. Wanamaker Drive, Topeka, KS 66614-4193
1-800-432-0770

DNV Healthcare USA, Inc.

DNV, the medical center's accreditation organization, provides five channels for submitting a hospital complaint:

Website: <https://www.dnvhealthcareportal.com/patient-complaint-report>

Email: hospitalcomplaint@dnv.com

Phone: 866-496-9647

Fax: 281-870-4818

Mail: DNV Healthcare USA Inc.
Attn: Hospital Complaints
4435 Aicholtz Road, Ste. 900
Cincinnati, OH 45245

Sleep Lab patients may also call the Accreditation Commission for Health Care (ACHC) with concerns regarding sleep lab quality of care at 1-855-937-2242.

Discrimination is Against the Law

Neosho Memorial Regional Medical Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, sex, age, disability or any combination thereof. This also includes ancestry, citizenship, religion, pregnancy, sexual orientation, gender identity or expression, medical condition, marital status, payment source or ability, protected veteran status or any other basis prohibited by federal, state or local law. Neosho Memorial Regional Medical Center does not exclude people or treat them differently because of race, color, national origin, sex, age, disability or any combination thereof.

Neosho Memorial Regional Medical Center:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)

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- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If a patient needs these services, contact NMRMC Patient Advocate/Civil Rights Coordinator at 620-432-5333.

If you believe that Neosho Memorial Regional Medical Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

NMRMC Patient Advocate / Civil Rights Coordinator / Section 1557 Coordinator
629 S. Plummer, PO Box 426
Chanute, KS 66720
Phone: 620-432-5333
TTY: 620-431-6587
Fax: 620-431-7556
Email: PatientAdvocate@nmrmc.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, NMRMC's Patient Advocate/Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TTY)
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.
OCR online complaint portal assistant:
<http://www.ocrportal.hhs.gov/ocr/smartscreen/main.vsf>

Approval:

Wendy Brazil, CEO

Date

Bruce Mullen, Chairman, NMRMC Board of Trustees

Date

Signed copy located in Communications Office.