

Patient Rights & Responsibilities

You Have The Right:

- To be treated with respect, consideration and dignity, without discrimination on the basis of race, color, sex, religion or national origin
- To know the policy on rights and responsibilities you have as a patient.
- To participate in decisions involving your health care; to be assisted in the development of advance directives and to know and take responsibility for the consequences of refusing treatment or not complying with therapy.
- To receive services in a safe and clean environment.
- To privacy and confidentiality, and to approve or refuse the release of your medical records, except when release is required by law.
- To receive information concerning your diagnosis, treatment and prognosis; and to accept or refuse treatment after full information is given.
- To know what provisions are available for after hours and emergency coverage; and to have access to an interpreter as needed in order to understand explanations.
- To know the fees for services provided and the policies regarding the payment of fees.
- To be free from abuse or neglect; to access protective services.
- To be referred to specialists and other professionals when needed.
- To voice a compliment or complaint by calling the Clinical Director-502-423-7246
- For Medicare grievances and appeals or to speak to the Kentucky Medicare Beneficiary Ombudsman you may call the Office of Aging Services of Kentucky at 1-800-372-2991.

You Have The Responsibility:

- To provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to your health.
- To follow the treatment plan recommended by the practitioner responsible for your care; and for your actions if you refuse treatment or do not follow the practitioner's instructions.
- To keep appointments and, when unable to do so for any reason, to notify the attending practitioner.
- To ensure that the financial obligations of your health care are fulfilled as promptly as possible.
- To be considerate of the right of other patients and personnel and for assisting in the control of noise and smoking.
- To ask for clarification when explanations regarding your treatment have not been given to your satisfaction.