

- Patients have the right to confidentiality, privacy and security.
- Patients have a right to an environment that preserves dignity and contributes to a positive self-image.
- Patients have the right to be free from mental, physical, sexual and verbal abuse, neglect and exploitation.
- Patients have the right to pain management.
- Patients have the right to receive care in a safe setting.
- Patients have a right to access protective and advocacy services.
- Patients have the right to receive information on the availability of financial assistance. Patients receive information about charges for which they will be responsible regardless of the source of payment.
- Patients have the right to the confidentiality of their clinical records.
- Patients have the right to access information contained in their clinical records within a reasonable timeframe. The hospital must not frustrate the legitimate efforts of individuals to gain access to their own medical records, and must actively seek to meet these requests as quickly as its record-keeping system permits.



Patient responsibilities

In order to provide the highest quality care, AdventHealth Shawnee Mission has the following expectations of individual patient responsibilities:

- Patients and families, as appropriate, must provide to the best of their knowledge accurate and complete information about present complaints, past illnesses, hospitalization, medications and other matters relating to their health. Patients and their families must report perceived risks in their care and unexpected changes in their condition. They can help the hospital understand their environment by providing feedback about service needs and expectations.
- Patients and their families, as appropriate, must ask questions when they do not understand their care, treatment and service, or what they are expected to do.
- Patients and their families must follow the care, treatment and service plan that is developed. They should express any concerns about their ability to follow the proposed care plan or course of care, treatment and services. The hospital makes every effort to adapt the plan to the specific needs and limitations of the patient. When such adaptations to the care, treatment and service plan are not recommended, patients

and their families are informed of the consequences of the care, treatment and service alternatives, and not following the proposed course.

- Patients and their families are responsible for the outcomes if they do not follow the care, treatment and service plan.
- Patients and their families must follow the hospital's rules and regulations.
- Patients and their families must support mutual consideration and respect by maintaining civil language and conduct in interactions with hospital staff and physicians.
- Patients and their families must be considerate of the hospital's staff and property, as well as other patients and their property.
- Patients and their families should promptly meet any financial obligation agreed to with the hospital.



Advance directives

Inpatients and outpatients who provide a copy of their advance directives will have a copy placed on their chart and the advance directive will be honored.

AdventHealth

AdventHealth Shawnee Mission
9100 West 74th Street | Shawnee Mission, KS 66204 | 913-676-2000

AdventHealth Lenexa*
23401 Prairie Star Pkwy | Lenexa, KS 66227 | 913-676-8500

AdventHealth South Overland Park*
7820 W. 165th Street | Overland Park, KS 66223 | 913-373-1100

* A part of AdventHealth Shawnee Mission

AdventHealth Shawnee Mission complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número siguiente.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số dưới đây.

800-906-1794 (TTY 407-200-1388)

Questions About Your Care

How to address concerns to ensure your satisfaction and good care.



Our care commitment

At AdventHealth Shawnee Mission, we're committed to providing you with the best possible experience, which means quality care, attentive staff and highly efficient service.

Occasionally, there may be a situation that leaves you with a question or concern.

This brochure gives you information on exactly how to address and resolve your concerns in the best possible way to ensure your satisfaction and good care.



Point of contact

We encourage our staff to listen carefully to our patients and to adopt a customer service attitude that emphasizes an attentive, timely response to any inquiry. The best time to address a concern is when it happens. If you have questions about your care, your service or even your food, please ask immediately.

By working directly with the person who provides your care, you may be able to resolve the situation immediately and help avoid any recurrences. If we are not meeting your needs, we want to know so we have the opportunity to correct the situation while you're here.



See a manager

If you are not comfortable speaking with the person with whom you have an issue, simply call the operator and ask to see the manager on your unit.

Our goal is to answer your questions and resolve any problems as quickly as possible to help ensure you receive effective, quality care.

Be assured that calling our attention to a problem will never have a negative impact on your treatment. We want to work with you to make things right.



Call the patient advocate

We also provide a special staff member called a patient advocate who will help you address any unresolved issues regarding your stay.

Patient advocates are specially trained to serve as liaisons between you, your family and AdventHealth Shawnee Mission. They have the ability to work with every department and team member to assure your situation is addressed and resolved.

To reach the patient advocate from inside AdventHealth Shawnee Mission, call ext. 72155. From outside AdventHealth Shawnee Mission, call 913-676-2155. The patient advocate is available Monday to Friday, 8 am to 4:30 pm.

For assistance outside of normal business hours, please dial “0” when inside AdventHealth Shawnee Mission, or call 913-676-2000 from outside AdventHealth Shawnee Mission and ask for the housing nurse supervisor.

The patient advocate will investigate your concerns and stay in touch with you until your situation has been resolved.



Patient grievance process

Any concern that isn’t resolved promptly is called a grievance. You may report a grievance by contacting the patient advocate. Your grievance will be resolved as quickly as possible, and you will receive a written response on the subject within 30 days.

Exercising your right to the grievance process does not affect your care at AdventHealth Shawnee Mission. In addition, we respect your confidentiality at all times.

You also have the right to report a grievance directly to any state agency, regardless of whether you first use AdventHealth Shawnee Mission’s grievance process. A list of state advocacy agencies and phone numbers is provided in this brochure.



State advocacy agencies for health care

Joint Commission

At JointCommission.org, using the “Report a Patient Safety Event” link in the “Action Center” on the home page of the website.

- By fax to 630-792-5636.
- By mail to The Office of Quality and Patient Safety (OQPS), The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181.

Kansas State Board of Healing Arts

800 S.W. Jackson, Lower Level, Suite A, Topeka, KS 66612
785-296-7413 or 888-886-7205

Kansas Department of Health and Environment, Community Health Systems, Health Facilities Program

1000 S.W. Jackson, Topeka, KS 66612
800-842-0078

Kansas Foundation for Medical Care – Quality Improvement Organization for the State of Kansas

2947 Wanamaker Drive, Topeka, KS 66614
800-432-0407

Kansas Medicaid Customer Service Center Kansas Medical Assistance Program

Office of the Fiscal Agent
P.O. Box 3571, Topeka, KS 66601
800-766-9012

Missouri Medicaid Recipient Services Unit Division of Medical Services Recipient Services Unit

P.O. Box 6500, Jefferson City, MO 65102
800-392-2161

Medicare beneficiaries have the right to request a referral to peer review organizations for concerns regarding quality of care or premature discharge by contacting the Kansas Foundation for Medical Care, Inc. at 2947 S.W. Wanamaker Drive, Topeka, KS 66614 or by calling 800-432-0407.



Patient rights

AdventHealth Shawnee Mission recognizes and adheres to the following list of individual patient rights:

- Patients have the right to treatment without discrimination as to race, color, culture, age, religion, sex, sexual orientation, gender identity or expression, ethnicity, socioeconomic status, physical or mental disability, or source of payment. Each patient has a right to have his or her cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.
- Patients have the right to have a family member or representative of their choice and their own physician notified promptly of an admission to the hospital.
- Patients, or patients’ surrogates, as appropriate, are involved in decisions about care, treatment and services provided.
- Patients have the right to information from the physician, or other health care professional, necessary to give informed consent prior to the start of any procedure or treatment, including an explanation of the procedure or treatment, benefits, medically significant risks or serious side effects and any medically significant alternatives for care or treatment.

- Patients have the right to receive adequate information about the person(s), including the name(s), who are responsible for the delivery of their care, treatment and services.
- Patients have the right to respectful care given by competent personnel.
- Patients have the right to refuse care, treatment and services in accordance with law and regulation, and to be informed of the medical consequence of refusal.
- Patients have the right to request a change in their physician or transfer to another health facility due to religious beliefs or other reasons.
- Patients have the right to assistance in obtaining consultation with another physician or practitioner at their own request and expense.
- Patients have the right to formulate or review and revise an advance directive, and/or appoint a surrogate to make health care decisions to the extent permitted by law. The hospital will comply with these directives to the extent permitted by law. Care will not be compromised based on the treatment decisions.
- Patients who are being treated for serious mental illness have the right to formulate a psychiatric advance directive. AdventHealth Shawnee Mission will honor these directives to the extent permitted by law.
- Patients, and when appropriate, their families, have the right to be informed about the outcomes of care, treatment and services, including unanticipated outcomes.
- Patients have the right to and need for effective communication, e.g. receive information in a manner they understand. Patients have the right to interpretive services and other auxiliary aids.
- Patients have the right to be informed of policies and practices that relate to patient care, treatment responsibilities, and resources for resolving disputes, grievances and conflicts through patient advocates, ethics committees, or other mechanisms available within AdventHealth Shawnee Mission, without fear of reprisal.
- Patients have a right to receive visitors designated by the patient including but not limited to spouse, domestic partner, another family member or friend, and the right to withdraw such consent at anytime.
- The hospital accommodates the patient’s right to religious and other spiritual service.