

- 1 University of Kentucky A.B. Chandler Hospital
- 1 UK HealthCare Good Samaritan Hospital
- 1 UK HealthCare Ambulatory Services
- 1 UK Dental and Oral Health Clinics

AUTHORIZATIONS & AGREEMENTS

(Patient Label Here)

Your Rights & Responsibilities as a UK HealthCare Patient

You have the right to:

- 1 Receive care no matter what your age, race, color, national origin, ethnic origin, creed, physical or mental disability, veteran status, uniformed service, political belief, sex, sexual orientation, gender identity or expression, appearance, socio-economic status, religion or diagnosis consistent with the services that UK HealthCare provides.
- 1 Know what is medically wrong and how we can help you get better. We will also tell you the things you will need to know when you get home so that you can stay well.
- 1 Know the names of your doctors and nurses.
- 1 Receive care in a safe environment free from all forms of abuse neglect or harassment.
- 1 Be free from restraints and seclusion in any form that is not medically necessary.
- 1 Say "no" to anything we suggest.
- 1 Not be involved with research unless you want to be involved.
- 1 Receive treatment for pain.
- 1 Have your religious beliefs respected.
- 1 Have your regular doctor or a family member notified that you are in the hospital.
- 1 Have your choices about end-of-life decisions respected.
- 1 Be treated politely and with consideration.
- 1 Have your privacy respected.
- 1 Know about any rules that might affect you or your family.
- 1 Receive a copy of your medical records; request amendment to your records and request a list of disclosures of your record.
- 1 Have your questions about any costs or bills answered at any time.
- 1 You can complain about anything without worry. If you don't want to talk to your doctor or nurse, please contact the Office of Patient Experience (859) 257-2178. If you have conflicts about your care, you may ask your nurse or any other hospital staff member to contact the Ethics Consultation Service on your behalf through UKMDs or call Hospital Administration at (859) 323-5000 to help resolve those conflicts. If you still have a complaint, you may contact the Kentucky Office of Inspector General at 1-800-372-2973. You may also contact The Joint Commission at 1-800-994-6610; or email to: complaint@joint.commission.org; or mail to: Office of Quality Monitoring, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.

To help us help you, please ...

- 1 Tell us everything we need to know about your condition and history.
- 1 Do what your doctor recommends or tell your doctor why you do not want to follow the recommendations.
- 1 Be considerate of the people with whom you come in contact.
- 1 Take part in making your hospital stay safe; be an involved part of your health care team.
- 1 Provide your health insurance information or ask us about other options available to assist you with your payments.
- 1 Let us know if you have legal papers about end-of-life decisions, such as a living will, health care surrogate declaration or other advance directives. Tell your nurse if you want to make an advance directive, or contact Patient & Family Services for more information at 859-323-5501.

What everyone needs to know about AIDS

Kentucky law requires that we inform you about AIDS. AIDS stands for acquired immunodeficiency syndrome. It is a disease caused by a virus (human immunodeficiency virus or HIV) that can destroy the body's ability to fight illness.

People can protect themselves if they take reasonable precautions. AIDS is spread in three main ways:

- 1 Having sex with someone who has HIV
- 1 Sharing drug needles and syringes with users of heroin, cocaine, and other drugs
- 1 Babies can be born with the virus if the mother has been infected

It is true that some people have acquired AIDS through infected blood transfusions or transplanted organs in the past, but that is very rare. Today, all donated blood and organs are tested for the AIDS virus. There is no proof that the virus is spread through casual contact -- you can touch someone with AIDS without getting it. There is no reason to avoid an infected person in ordinary social contact.

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Treatment with Controlled Substances

Federal and state laws regulate controlled substances (drugs) that may be abused. Kentucky law requires that you consent to treatment with these drugs before you can receive them. Some illnesses and injuries can result in pain. Some drugs can make the pain more tolerable. Some other drugs can increase focus and reduce hyperactivity. Use of these drugs can cause nausea, sleepiness, drowsiness, vomiting, constipation, sleeplessness, loss of appetite, agitation, aggravation of depression, dry mouth, confusion, slower breathing, and loss of coordination making it unsafe to drive or operate machinery. These drugs can result in physical dependence, meaning that abrupt stopping may lead to withdrawal symptoms, psychological dependence, meaning that stopping may cause you to crave the drug, tolerance, meaning you need more drugs to get the same effect and addiction, meaning you may develop problems based on genetic or other factors. You must tell your doctor if you are pregnant or are considering pregnancy.

Living Wills In Kentucky

A Living Will gives you a voice in decisions about your medical care when you are unconscious or too ill to communicate. As long as you are able to express your own decisions, your Living Will will not be used and you can accept or refuse any medical treatment. But if you become seriously ill, you may lose the ability to participate in decisions about your own treatment.

You have the right to make decisions about your medical care. No health care may be given to you over your objection, and necessary health care may not be stopped or withheld if you object.

The Kentucky Living Will Directive Act of 1994 was passed to ensure that citizens have the right to make decisions regarding their own medical care, including the right to accept or refuse treatment. This right to decide -- to say yes or no to proposed treatment -- applies to treatments that extend life, like a breathing machine or a feeding tube. In Kentucky a Living Will allows you to leave instructions in four critical areas. You can:

- 1 Designate a Health Care Surrogate
- 1 Refuse or request life prolonging treatment
- 1 Refuse or request artificial feeding or hydration (tube feeding)
- 1 Express your wishes regarding organ donation

Everyone age 18 or older can have a Living Will. The effectiveness of a Living Will is suspended during pregnancy.

It is not necessary that you have an attorney draw up your Living Will. Kentucky law (KRS 311.625) actually specified the form you should fill out. You probably should see an attorney if you make changes to the Living Will form. The law also prohibits relatives, heirs, health care providers or guardians from witnessing the Will. You may wish to use a Notary Public in lieu of witnesses.

The Living Will form includes two sections. The first section is the Health Care Surrogate section, which allows you to designate one or more persons, such as a family member or close friend, to make health care decisions for you if you lose the ability to decide for yourself. The second section is the Living Will section in which you may make your wishes known regarding life-prolonging treatment so your Health Care Surrogate or Doctor will know what you want them to do. You can also decide whether to donate any of your organs in the event of your death.

When choosing a surrogate, remember that the person you name will have the power to make important treatment decisions, even if other people close to you might urge a different decision. Choose the person best qualified to be your health care surrogate. Also, consider picking a back-up person, in case your first choice is not available when needed. Be sure to tell the person that you have named them a surrogate and make sure that the person understands what is most important to you. Your wishes should be laid out specifically in the Living Will.

If you decide to make a Living Will, be sure to talk about it with your family and your doctor. The conversation is just as important as the document.

A copy of any Living Will should be put in your medical records. Each time you are admitted for an overnight stay in a hospital or nursing home, you will be asked whether you have a Living Will. You are responsible for telling your hospital or nursing home that you have a Living Will.

If there is anything you do not understand regarding the form, you might want to discuss with an attorney. You can also ask your doctor to explain the medical issues. When completing the form, you may complete all of the form, or only the parts you want to use. You are not required by law to use these forms. Different forms, written the way you want, may also be used. You should consult with an attorney for advice on drafting your own forms.

You are not required to make a Living Will to receive health care or for any other reason. The decision to make a Living Will must be your own personal decision and should only be made after serious consideration.

While you are a patient at University of Kentucky Hospital or the UK HealthCare Good Samaritan Hospital, you may contact the Department of Patient & Family Services in room H149 or call (859) 323-5501 if you would like more information on advance directives.

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Section 1557 of the Affordable Care Act (ACA)

NOTICE OF NONDISCRIMINATION FOR UK HEALTHCARE PROGRAMS AND ACTIVITIES

The University of Kentucky complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. The University of Kentucky does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

The health programs and activities of the University of Kentucky:

- 1 Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - o Qualified sign language interpreters
 - o Written information in other formats (large print, audio, accessible electronic formats)
- Provides free language services to people whose primary language is not English, such as:
 - o Qualified medical interpreters
 - o Information written in other languages

If you need these services, contact any employee of a UK health program or activity.

If you believe the University of Kentucky 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:

Patty Bender, Section 1557 Coordinator and Associate Vice President
Institutional Equity and Equal Opportunity
University of Kentucky
13 Main Building, Lexington, KY 40506-0032

Telephone: (859) 257-8927

Fax: (859) 323-3739

E-mail: pbender@uky.edu

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, UK HealthCare Office of Patient Experience or Patty Bender, Section 1557 Coordinator is available to help.

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 at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

Telephone number: 1-800-368-1019

(TDD) number: 1-800-537-7697

Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html>

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YOUR RIGHT TO AN INTERPRETER

You have the right to an interpreter at no cost to you.



American Sign Language (ASL)

You have the right to an interpreter at no cost to you. Please point to this line. An interpreter will be called. Please wait.

ENGLISH

If you speak English, language assistance services, free of charge, are available to you.

SPANISH

Si usted habla español, tiene a su disposición servicios de asistencia con el idioma sin costo alguno.

CHINESE

如果您讲汉语普通话，则可以免费向您提供语言协助服务。

GERMAN

Wenn Sie deutsch sprechen, stehen Ihnen kostenlos Sprachhilfen zur Verfügung.

VIETNAMESE

Chúng tôi cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị, nếu quý vị nói tiếng Việt.

ARABIC

إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات الترجمة اللغوية مجاناً

SERBO-CROATIAN (SERB)

Ukoliko govorite srpski, na raspolaganju su vam besplatne usluge jezične pomoći.

JAPANESE

日本語を話される場合には、無償の言語支援サービスがご利用いただけます。

FRENCH

Si votre langue est le français, des services d'assistance linguistiques sont mis gratuitement à votre disposition.

KOREAN

모국어가 한국어일 경우 무료 언어지원 서비스가 제공됩니다.

PENNSYLVANIA DUTCH

Wann du Deitsch schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch.

NEPALI

यदि तपाईं नेपाली बोल्नुहुन्छ भने, तपाईंले बिना कुनै शुल्क भाषा सहायता सेवाहरू प्राप्त गर्न सक्नुहुन्छ।

OSHTHE (OROMO)

Yoo qooqa Oromo dubbatta tahe, tajaajilli gargaarsaa, baasi (kaffaltii malee) siif jira.

RUSSIAN

Если ваш язык — русский, то вам могут быть предоставлены бесплатные услуги переводчика.

TAGALOG

Kung nagsasalita ka ng Tagalog, may magagamit kang mga serbisyo sa lengguahe na walang bayad.

BANTU (IBUNDU)

Niba uvuga Ikirundi, hari servisi itishurwa yo gusobanura indimi.

Services available in 200+ languages.