

PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

It is the right of each Kohll's patient to be treated with respect and dignity. These rights, which may be exercised by the client or the client's representative, include the intent of each of these statements of rights following.

1. To be informed in advance of care/service being provided, and to receive information in a way that is understandable to the client, so you make informed decisions about care and treatment plan and financial responsibility.
2. Information about services/products and equipment available directly or by contract via purchase or rental and limitations on those services.
3. Participation in the plan of care and periodic revision of the plan and be fully informed of the care to be provided, including the disciplines that will furnish the care, frequency of visits, as well as modifications to the plan of care.
4. The right to refuse treatment or care after being educated on the risks involved.
5. The right to be informed of patients' rights under state law to formulate an Advance Directive, if applicable.
6. To treat one's property and person with respect, consideration and recognition of client dignity and individuality.
7. The right to identify visiting personnel through proper identification.
8. Be free from mistreatment, neglect or verbal, mental, sexual and physical abuse, including injuries of unknown source and misappropriation of client's property.
9. Voice grievances/complaints regarding treatment or care/service, lack of respect of property or recommend changes in policy, personnel, or care without restraint, interference, coercion, discrimination or reprisal.
10. Voice grievances or complaints regarding treatment of care that is, or fails to be furnished, or lack of respect properly investigated.
11. The right to confidentiality and privacy of the client's clinical records and PHI information and organizations policy on disclosure of records.
12. The right to choose a health care provider, including an attending physician.
13. The right to receive appropriate care/service, without discrimination, in accordance with physician orders, if applicable.
14. Receive disclosure information of any financial benefits when referred to the agency.
15. Information regarding one's responsibilities to include payment for care/services.
16. Education, instructions and requirements for continuing care when the services of the agency are discontinued.
17. Be referred to another provider if the organization is unable to meet the client's needs or at your request.
18. Receive information on grievance procedures which include contact name, phone numbers, and hours of operation.
19. Be advised of the availability, purpose and use of State, Medicare and CHIP hotline numbers.
20. To be informed in advance of care/service being provided, and to receive information in a way that is understandable to the client, so you make informed decisions about care and treatment plan and financial responsibility.
21. Be referred to another provider if the organization is unable to meet the client's needs or at your request.
22. Receive information on grievance procedures which include contact name, phone numbers, and hours of operation.
23. Be advised of the availability, purpose and use of State, Medicare and CHIP hotline numbers.

Formal compliant procedure:

Attempt to resolve any issues with the provider by contacting:
Kohll's Rx Corporate Offices
Candace Engel or Denise White
402-973-1910 402-973-1914

If unsuccessful, ACHC will document and investigate all complaints against their currently accredited organizations. If violations cannot be confirmed, ACHC has not authority to take further action. ACHC does not have jurisdiction in labor relations issues, payment, billing or contracts with third party payors.

Complaints may be submitted via phone to 855-937-2242 or online at www.achc.org using the Complaint Intake Form.