



Patient Handbook

A guide for patients and families

INDEX

Admission Process
Advance Directives
Assisting in Your Care
Billing Responsibilities
Blood Transfusion
Blood Transfusion, Risks and Side Effects
Case Management
Dietary
Dietary, Cafeteria
Discharge
Ethics Policy
Fall Safety
Fire Safety
Flowers
Hand washing
Hospital Ownership
Identify Healthcare Team Members
Identify You
Important Numbers
Infection Control
CIHQ Accreditation
Mail
Medical Condition, Understanding Your
Medical Emergency Team (MET)
Medications
Mission
Multidrug Resistant Organisms (MDROs)
Pain
Pain Control
Parking
Pastoral Care
Patient Care Conferences
Patient Education
Patient Safety
Patient Satisfaction
Patient's Responsibilities
Patient's Rights Statement
Personal Items/Valuables
Physician Coverage
Privacy Practices
Restraints
Restraints, Why Used
Smoking Policy
Speak Up
Vaccines
Visitation



Welcome

Welcome to ContinueCARE Hospital at Baptist Health Madisonville. Our dedicated team of healthcare providers has been awaiting your arrival. Your health and well-being are our primary concerns, and we want to make your stay as comfortable as possible.

Center for Improvement in Healthcare Quality

The CIHQ accreditation and certification is recognized nationwide as a symbol of quality that reflects ContinueCARE Hospital at Baptist Health Madisonville's commitment to meeting certain performance standards.

ContinueCARE Hospital at Baptist Health Madisonville's Mission

The mission of ContinueCARE Hospital at Baptist Health Madisonville is to provide exceptional care, utilizing a multidisciplinary team approach, to medically complex patients, their families and our customers.

A Message from the CEO:

On Behalf of our employees and medical staff, I would like to welcome you to ContinueCARE Hospital at Baptist Health Madisonville. Although you may be a patient, we consider you and your family guests. Our staff of dedicated professionals is ready to provide for your medical needs as well as your physical and emotional comfort. It is our goal to make your stay as pleasant and beneficial as possible.

This booklet contains important information about your rights as a patient, our facility, and our services. Please do not hesitate to contact us if you have any questions, or if there is anything we can do to make your stay more comfortable.

Important Telephone Numbers:

Keith Rogers Regional VP/Interim CEO	270-825-5450
Lisa McGregor, RN Case Manager	270-825-5933
Nurses Station	270-825-5450
Medical Records/Melissa Prow RN	270-825-5935



Admission Process

Admissions to ContinueCARE Hospital at Baptist Health Madisonville accepted upon referral from a physician. All patients are admitted without regard to race, color, creed, religion, national origin, disability, age, sex, or payment classification.

When you arrive, we will strive to make you and your family comfortable. You will receive an orientation to your room and the hospital. Your nurse will conduct an interview and ask questions regarding your medical history and medication that you are currently taking. Try to answer all questions accurately. This information is essential for your medical record and plan of care.

Telephone service is automatically provided for all patients. There is no charge for local calls. If you need assistance, please contact your nurse or patient care technician.

A television is available in your room at no charge. If you require assistance with the TV, please contact any of our healthcare members.

If you have special needs based on your culture, religion, or spiritual beliefs, please notify any member of our staff. We will make every effort to meet your needs. Interpreters are available for those patients who do not speak English.

Personal Items/Valuables

ContinueCARE Hospital at Baptist Health Madisonville does not assume responsibility for loss of personal items, including clothing, lost or damaged dentures, eyeglasses, or hearing aids. Any unnecessary items should be left at home. Please send jewelry, credit cards, keys, medications, and other valuables home with a family member.

Visitation

At this time Covid Visiting hours are 10:00 a.m. until 6:00 p.m. one visitor per patient. Please call 270-825-5450 to check if this has changed. In an effort to avoid interrupting patient care, we ask that the family identify one spokesperson who will obtain updated information regarding the patient's condition. We ask that calls for updates on the patients' condition be limited during the change of shift reporting from 6:30-7:30 morning and evening. Please feel free to use the family lounge located on the 5th floor for additional comfort. Children under the age of 18 are not permitted in the hospital due to the severity of illness of our patients. Visitation may be adjusted to meet the needs of the patient/family/clinical staff.

Advance Directives

Advance Directives are instructions given by individuals specifying what actions should be taken for their health in the event that they are no longer able to make decisions due to illness or incapacity. There are several different types of Advance Directives including Durable Power of Attorney for Healthcare and a Living Will.

A Durable Power of Attorney for Healthcare enables a person (the “principal”) to name another individual as their agent (an “attorney in fact” or “health care agent”) to make health-care decisions for them if they become incapable of making their own decisions or if they want someone else to make those decisions for them now even though they are still capable.

A Living Will is a separate declaration which identifies the care you shall receive should you become terminally ill or injured, or if you should become permanently unconscious.

If you have an Advanced Directive, it is necessary that you provide a copy to the nurse to place in your medical record. If you do not have an Advanced Directive, we will use this opportunity to provide you with the information about preparing one if you so desire.

Assisting in Your Care

ContinueCARE Hospital at Baptist Health Madisonville urges patients to take a role in preventing healthcare errors by becoming active, involved and informed participants. ContinueCARE Hospital at Baptist Health Madisonville participates in the CIHQ “Speak Up Initiatives”.

What is “Speak Up”?

Speak Up encourages patients to:

Speak up if you have questions or concerns, and if you don’t understand, ask again. It’s your body and you have the right to know.

Pay attention to the care you are receiving. Make sure you’re getting the right treatments and medications by the right health care professionals. Don’t assume anything.

Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.

Ask a trusted family member or friend to be your advocate.

Know what medications you take and why you take them. Medication errors are the most common healthcare mistakes.



Use a hospital, clinic, surgery center, or other type of healthcare organization that has undergone a rigorous on-site evaluation against established state-of-the-art quality and safety standards, such as that provided by the Center for Improvement in Healthcare Quality.

Participate in all decisions about your treatment. You are the center of the healthcare team. The CIHQ encourages anyone who has concerns or complaints about the safety and quality of care to bring those concerns or complaints first to the attention of any member of the ContinueCARE Hospital at Baptist Health Madisonville Team. This often leads to immediate resolution of the matter. If the complaint is not resolved at this level, the CIHQ can be contacted directly at 1-866-324-5080. When submitting a complaint to CIHQ, you may either provide your name and contact information or submit your complaint anonymously. Providing your name and contact information enables CIHQ to inform you about the actions taken in response to your complaint, and also to contact you should additional information be needed.

Ask Questions

Consider bringing a family member, friend, or caregiver with you during admission. They not only may make you feel more comfortable, but can also remind you of questions to ask, as well as remember any instructions you may receive. Feel free to ask as many questions as necessary to understand and participate in your care.

Talk with Members of Your Healthcare Team

Your healthcare team includes physicians, nurses, respiratory therapists, patient care technicians, pharmacists, case managers, and others. Each person on your team plays an active role in your care. Feel free to ask them questions about your care, as well as expressing your values and preferences. ***Be involved!***

How to Identify the Members of Your Healthcare Team

Each member of your healthcare team wears name badges to identify who they are and their job title.

Identify Yourself

In order to safeguard your care, every member of our team will check your name band before any treatment, service, test or medication is provided.

Understanding Your Medical Condition

In order to be an active participant in your care, it is necessary to understand your medical condition. If you have questions, ask your healthcare provider. ContinueCARE Hospital at Baptist Health Madisonville has educational materials available to all patients, free of charge, on a variety of topics. These handouts are available by asking a member of your healthcare team.

Medications

It is important to notify your nurse of all medications that you are currently taking. This also includes any over the counter medications and any nutritional supplements such as vitamins, minerals or herbs. Inform your nurse of any drug allergies.

During your hospital stay, you may be prescribed different medications. It is important that you understand what these medications are and why you are taking them. You should also know what they look like, their dosages, what times you are to take them, and their potential side effects. Ask questions about your medications if they are unfamiliar to you.

Patient Care Conferences

At ContinueCARE Hospital at Baptist Health Madisonville, every person on your healthcare team plays an active role in your care. We conduct weekly patient care conferences where all members of the team are available at the same time to discuss your progress and answer any questions that you may have. We strongly encourage you and your family to participate.

Discharge

Once you leave the hospital, you may be taking new medications. A complete list of your medications will be provided to you. It is important to understand the names, amounts, frequency, and side effects of all your medications. Speak with your physician or nurse if you have any questions. In addition, you may want to discard your old medications to reduce your risk of taking the wrong one or the wrong dose. Also on discharge, you will be given a list of instructions to follow. Make sure all the information is understandable to you and/or your caregiver.

Blood Transfusion

In the course of your treatment at ContinueCARE Hospital at Baptist Health Madisonville, your physician may decide that it is appropriate to administer a transfusion of blood or blood products.

What is a Blood Transfusion?

Blood can be processed into many different components including red blood cells, platelets, and plasma.

Red Blood cells carry oxygen from the lungs to the body. Having too few of these cells causes a condition called anemia and may result in difficulty breathing, weakness, fatigue, and poor wound healing.

Platelets help to stop bleeding. Too few platelets may result in uncontrolled bleeding.

Plasma is the fluid in which the red blood cells and many important proteins flow. Low plasma levels may result in decreased blood pressure or problems with blood clotting.

Why Would a Blood Transfusion Be Necessary?

Every medical condition is different, and your physician will determine if a transfusion is necessary based upon your particular needs. Some common reasons for transfusions include:

- Extreme blood and fluid loss due to injury, surgery or disease
- Severe anemia, including sickle cell anemia
- Bleeding disorders, such as hemophilia
- Immunodeficiency
- Leukemia
- Autoimmune disease or disorders of the spleen resulting in destruction of blood cells of bone marrow.

Is it Safe to Get Blood?

ContinueCARE Hospital at Baptist Health Madisonville obtains its blood and blood components from Baptist Health Madisonville and its' partners. Every donor undergoes a health screening prior to giving blood and if problems are identified, the donor will not be accepted. All blood undergoes further testing for blood type and certain infections such as hepatitis, AIDS and syphilis.

What are the Possible Risks and Side Effects of a Blood Transfusion?

The majority of side effects associated with blood transfusion are mild and easily managed. These may include increase in body temperature (fever), chills, nausea, vomiting, headache, and shortness of breath. Rarely, more severe reactions may occur resulting in hives, itching, chest and back pain, increase in heart rate, severe difficulty in breathing and blood in the urine. In very rare cases, a transfusion can result in the transmission of infectious diseases such as hepatitis and HIV.

Can I Refuse Blood or Any Other Treatment That My Doctor My Order?

Every patient has the right to refuse a transfusion of blood or refuse any other treatment that may be ordered. This an individual decision and may be based on spiritual, religious, or cultural beliefs. Your physician will discuss the risks of refusing treatment and the availability of any alternative options.

Case Management

The coordination of your care and discharge planning involves you, your family/significant other, your physician, and other clinical staff members. A Case Manager is assigned to every patient to oversee this process. Your Case Manager will visit you to discuss your care needs after admission.

Dietary

Notify your nurse of any dietary restrictions or food allergies that you may have. We will also make every effort to offer foods that conform to your religious preference. If you are not on a special dietary restriction, your family is permitted to bring you food. Always remember to check with your nurse first.

Cafeteria

ContinueCARE Hospital at Baptist Health Madisonville offers dietary services for our families and visitors. The cafeteria is located on the 2nd floor and is open 7 days a week.

Visitor Cafeteria Hours

Breakfast: 5:30am-10:30am

Lunch: 11:00am-7:00pm

Dinner: 11:00am-7:00pm and 2:00am to 3:30am

Visitor Cafeteria Weekend Hours

Breakfast: 6:30am- 10:00am

Lunch/Dinner: 11:00am- 7:00pm

Patient Tray Delivery Times

To be determined daily by cafeteria staff

Ethics Policy

ContinueCARE Hospital at Baptist Health Madisonville has a Code of Ethics and related policies and procedures to address any ethical issues. A patient, family member or hospital staff personnel may request an Ethics Committee regarding any ethical questions related to treatment decisions.

Fire Safety

All staff members at ContinueCARE Hospital at Baptist Health Madisonville participate in an ongoing educational program on how to deal effectively with fire related emergencies. Periodic fire drills are conducted to monitor the staff's ability to react appropriately to fire emergencies.

Flowers

Flowers or plants may present a potential hazard to patients with lowered resistance to infection. Please check with your nurse first if you are allowed to have live flowers or plants in your room.

Infection Control

To safeguard the health of all patients, our staff uses routine protective measures such as wearing gloves and other protective clothing for many aspects of your care. The use of the protective measures when treating all patients is called "**standard precautions.**" These precautions protect patients and healthcare staff against many types of infections that are carried in blood and other body fluids. Many infections are not spread by casual contact. However, contact with an infected person's blood or body fluids can pose a risk if the blood or body fluid enters an opening in the skin or contacts a mucous membrane (such as that lining the eye, nose, or mouth).

The Centers for Disease Control and Prevention recommend that all healthcare workers take precautions when they come in contact with a patient's blood or other body fluids. While human touch is important to the healing process, protective measures benefit both you and your healthcare team.

Hand Washing

The most important step in stopping the spread of infection is hand washing! You can clean your hands with soap and water or a waterless hand sanitizer. With certain types of infection (Clostridium Difficile) soap and water must be used. Your nurse will notify you and post signs regarding any special precautions for you and your family members.

What are Multidrug-Resistant Organisms? (MDROs)

Multidrug-resistant organisms are bacteria and other microorganisms that have developed resistance to certain antibiotics. Patients who have known or suspected infections with MDROs may be placed on certain isolation precautions. These precautions are important to stop the spread of these bacteria. The use of certain protective measures by the staff such as the wearing of gowns, gloves, and masks may also be necessary. Hand washing is also crucial. Signs outside of the patient's rooms will clearly indicate specific isolation precautions. All visitors are encouraged to follow the protective measures as listed on the signage and any instructions provided by your healthcare team.

Contact Isolation (Green Sign): Gown and Gloves are required.

Contact Spore Isolation (Brown Sign): Gown and Gloves are required. Hand washing with soap and water required.

Droplet Isolation (Pink Sign): Mask required when within 3 feet of the patient. Goggles and gowns are required when there is a possibility of splashing.

Airborne Isolation (Blue Sign): Please talk to a staff member before entering the room. An N95 respirator mask and gown are required. The patient's room door must be kept closed at all times. Examples of multidrug resistant organisms include Methicillin-Resistant Staphylococcus Aureus (MRSA), Carbapenem Resistant Enterobacteriaceae (CRE) and Vancomycin-Resistant Enterococci (VRE). Additional information on multidrug resistant organisms along with MRSA, CRE and VRE are available in the back of this handbook or by asking any member of the ContinueCARE Hospital Team.

Mail

Mail will be delivered to your room each day by our healthcare team. Mail received after your discharge will be forwarded to your home address. Friends and relatives should use your full name and room number when addressing correspondence. The address for patient mail is ContinueCARE Hospital at Madisonville, 900 Hospital Drive, 4th Floor, Madisonville, Kentucky, 42431.

Pain

At ContinueCARE Hospital at Baptist Health Madisonville, we are committed to helping you gain more information about pain and pain management techniques so you can live life to your fullest capacity. Working together with your healthcare team will ensure the best pain relief results for you.

Pain Control

You are the expert regarding pain. You know where it is, what it feels like, and how it affects your life. During your hospital stay, trust your doctors and nurses enough to share your thoughts and feelings. We do not know when and if you are having pain unless you tell us. The best way that we can help you manage your pain is to know what you are thinking and feeling.

Sometimes the attitudes of others can affect your pain. You may become angry with others and yourself if they don't believe you are having pain. It is not always possible to know the exact cause of pain. If you feel pain, it is real! You may want to ask your nurse or physician to discuss pain with your family or friends. Those who care about you may need information to help understand and accept that you are having pain.

As a patient, you can expect:

- Information about pain and pain relief measures
- A concerned staff committed to pain prevention and management
- Health professionals who respond quickly to your report of pain
- Your report of pain will be believed

In turn, we expect that you will:

- Ask your doctor or nurse what to expect regarding pain and pain management
- Work with your doctor or nurse to develop a pain management plan
- Ask for pain relief when pain first begins
- Help your doctor or nurse assess your pain
- Tell your doctor or nurse if your pain is not relieved
- Tell your doctor or nurse about any worries you have about taking pain medicine

Parking

Free visitor and patient parking is located in the front of the hospital.

Pastoral Care

During your stay at ContinueCARE Hospital at Baptist Health Madisonville, you may want to consult spiritual and personal resources necessary to maintain your sense of faith, hope, and well-being. Pastoral care services are available upon request. Notify any member of your healthcare team to request these services.

Patient Education

Free educational material about a variety of diagnoses and procedures are available to patients and their families. Ask your nurse if there is information available that describes your particular medical condition, diagnosis, or procedure.

Patient Safety

At ContinueCARE Hospital at Baptist Health Madisonville, we are committed to creating and maintaining a safe environment of care for our patients, visitors, and staff. We encourage everyone to take an active role. One of the most important aspects of the environment of care is preventing infection, with hand washing being the MOST important step. Everyone is encouraged to clean their hands when entering and exiting a patient room or before and after taking care of a patient.

Fall Safety

Our goal at ContinueCARE Hospital at Baptist Health Madisonville is to keep **ALL** patients safe from falls.

Fall Facts:

- Falls are the 6th leading cause of injury related deaths in persons over the age of 75
- A quarter of a million hip fractures occur each year
- One third of all people over the age of 65 who live at home will fall at least once each year
- 10,000 older Americans die from falls each year

Some accidental causes of falls include poor lighting, slippery floors, unfamiliar surroundings, high beds, poor fitting shoes, low toilet seats, and getting out of bed without assistance during illness.

Most falls can be prevented. Always keep your environment safe. Be careful when walking and doing your daily routines. Use common sense. Do not do those things that you know are risky. Use all equipment provided such as walkers and canes. Ask for assistance when needed. **WE want to keep you safe!**

Medical Emergency Team (f)

The Medical Emergency Team consists of healthcare professionals trained to recognize early warning signs, and quickly administer treatment to a patient who is becoming increasingly ill. When the team arrives, they will evaluate the patient and begin any necessary treatment such as starting an IV, administering oxygen, obtaining an EKG, or laboratory tests. These actions can help determine what is wrong and expedite treatment. The Medical Emergency Team can be activated by any member of the ContinueCARE Hospital at Baptist Health Madisonville Healthcare Team, you as the patient, or even your family. After all, your family knows you best. If a family member feels something is wrong, we are advising them to go to a nurse or other member of the health team and ask for help. If there is a problem, the Emergency Medical Team (MET) will be called to assess the situation and take all the necessary steps to help the patient.

What changes should I look for?

- Weakness in face, arms, or legs
- Chest pain, discomfort, or fast heart beat
- Change in color of skin - pale or gray looking
- Sudden sweating
- Difficulty walking or speaking
- Change in mental status - less awake than normal, or agitated
- Sudden loss of consciousness or a collapse
- Bleeding or a seizure
- Any noticeable change in the way they look or feel

Restraints

Your recovery is important to us. Our philosophy on the use of restraints is that we are committed to using restraints only when necessary to keep you safe.

We believe that:

- It is important to have a safe environment for patients and staff
- A restraint should only be used when other ways to help you don't work
- You and your family will be involved in making decisions about the use of restraints
- You can say "no" to a restraint unless you are at serious risk of hurting yourself or someone else

Why Would Restraints Be Used?

Restraints will only be used if there is a serious threat to your safety or recovery. Prior to the use of restraints, your healthcare team will try alternatives such as having your family or a friend stay at your bedside, use reminders such as signs and staff reassurance, review your medications, identify and control your pain, or place alarms on your bed or chair.

If a restraint is necessary, we will:

- Work together as a team to try other ways to help
- Keep you informed
- Use the least restrictive restraint possible
- Keep a close watch
- Stop the restraint as soon as possible
- Continue to provide excellent nursing care

Patient Satisfaction Program

At ContinueCARE Hospital at Baptist Health Madisonville, our goal is to meet your service needs. We need your feedback concerning areas in which we are performing according to your expectations, as well as areas in which we may need to improve.

Your opinions and suggestions are important to us and we encourage you to give us your feedback. Upon admission and at least weekly, your administrative representative will provide you with a patient handbook, business card and survey. Please complete the survey and place it in the box at the nurse's station. Two – three weeks after discharge, you will receive a phone call from Healthstream who will ask you to rate your stay with us via a survey. We encourage you to take the time to complete this phone survey. Your comments will be confidentially reviewed and addressed by our patient care team and management.

Smoking Policy

ContinueCARE Hospital at Baptist Health Madisonville has instituted a policy that prohibits patients, visitors, and employees from smoking or using tobacco anywhere on hospital property, including patient's rooms.

ContinueCARE Hospital at Baptist Health Madisonville is a tobacco-free campus. For smokers interested in quitting, brochures on smoking cessation are available. Please ask any member of your healthcare team.

Vaccines

Pneumonia and flu vaccines are available for all patients. You may not need the pneumonia vaccine if you have received it in the past, but your physician will help determine if it is indicated. The flu shot is only offered during the flu season.



About ContinueCARE Hospital at Baptist Health Madisonville

ContinueCARE Hospital at Baptist Health Madisonville is a non-profit, long term acute care hospital. The hospital is governed by a Board of Directors. All members of ContinueCARE Hospital at Baptist Health Madisonville Governing Board are members of our community that give their time and expertise to the hospital.

ContinueCARE Hospital at Baptist Health Madisonville Physician Coverage

ContinueCARE Hospital at Baptist Health Madisonville does not provide Physician in-house coverage 24-hours-a-day, 7-days-a-week. In the event of an emergency, your nurse will contact the Physician on-call after he/she completes a full assessment and communicates the findings of that assessment to the Physician. There may be a time that the Physician will ask that the staff send you to a local emergency room to be seen by their Physician. ContinueCARE Hospital at Baptist Health Madisonville maintains Service Agreements with Baptist Health Madisonville for this purpose. After the Physician has examined you, you will either return to ContinueCARE Hospital at Baptist Health Madisonville or may be admitted to Baptist Health Madisonville or another facility for further treatment. You will return to ContinueCARE Hospital at Baptist Health Madisonville once you are stable.

PATIENT'S RIGHTS STATEMENT

Patient's Bill of Rights

As a patient, the following is a list of rights and responsibilities.

A patient has the right:

- to receive treatment for any emergency medical conditions that will deteriorate from failure to provide treatment.
- to reasonable and impartial access to medical treatment or accommodations, regardless of race, creed, color, religion, culture, personal values, beliefs, preferences, sexual orientation, national origin, physical handicap, diagnosis or ability to pay or source of payment.
- to retain and exercise to the fullest extent possible all the constitutional, civil, and legal rights entitled by law.
- to know who is providing medical services and care by the wearing of a name tag and who is the primary physician responsible for directing his/her care.
- to have information provided in a manner tailored to patient age, language and cognitive understanding.
- to know what support services are available, including pastoral care services, translation services and effective communication assistance for the hearing, visual, speech and cognitive impaired.
- to receive information concerning his/her diagnosis, the planned course of treatment alternative, risks, prognosis and unanticipated results if any, and the opportunity to participate in treatment decisions. If a patient is unable to participate in consent or treatment decisions the next of kin or guardian will be informed.
- to refuse treatment/medication, except as otherwise provided by law, and to receive information regarding the consequences of refusal of treatment.
- to know if medical treatment is for purposes of research and to have the right to consent or refuse such treatment.
- to be informed of participating health care and education institutions that will be participating in the patient's treatment and the right to refuse their participation.
- to formulate or present Advance Directives/Living Will including appointment of a surrogate to participate in health care decision-making as provided by law.
- to be informed of the hospital's procedure related to life-saving methods and withdrawal of life-support mechanisms.
- to be informed about any discharge appeal process of the patient by law.

- to be transferred to another facility related to inability to provide type or level of care to meet the patient’s needs and/or a physician will provide to the family an explanation of the need for transfer in advance unless an emergent situation exists.
- to be treated with courtesy and respect, with appreciation of his/her individual dignity, and with protection of his/her need for privacy and security and to know the rules that apply to his/her own conduct as a patient.
- to be free from physical and mental abuse.
- to be free from any form of restraint that is not deemed medical necessary.
- to expect that questions and requests will receive a reasonable response and that patient medical information will be treated with confidentiality within the requirements of the law.
- to be given, upon request, information and counseling on the availability of known financial resources for his/her care, and to receive, upon request and prior to treatment, a reasonable estimate of charges for medical care.
- to receive a reasonably clear and understandable itemized bill and, upon request, to have charges explained.
- to be advised in writing of the hospital rules and regulations for the conduct of patients and visitors.
- to have prompt access to the information contained in the patient’s medical records, unless the physician prohibits such access as detrimental to the patient’s health.
- to obtain a copy of the patient’s medical record, at a reasonable fee, within 30 days of receiving a written request.
- to be given a copy of these patient rights.
- to receive assistance in problem resolution and to know the process for making a complaint to the provider of care and/or the appropriate state licensing agency.
- to be notified that this facility does not provide physician in-house coverage 24-hours-a-day, 7-days -a-week.

**Kentucky Western
Enforcement Branch**
Western State Hospital
2400 Russellville Road
Hopkinsville, KY 42240
Phone: (270) 889-6052
Fax: (270) 889-6088 or
(270) 889-6089

Office of Inspector General
275 E. Main St. 5E-A
Frankfort, KY 40621
Phone: (502) 564-2888
Fax: (502) 564-6546

Division of Health Care
275 E. Main St. 5E-A
Frankfort, KY 40621

Phone: (502) 564-7963
Fax: (502) 564-6546

**Division of Audits and
Investigations**
275 E. Main St. 5E-D
Frankfort, KY 40621
Phone: (502) 564-2815
Fax: (502) 564-7876



**Division of Regulated Child
Care**

275 E. Main St. 6E-B
Frankfort, KY 40621

Phone: (502) 564-7962
Fax: (502) 564-9350

Spanish El Gabinete para los Servicios de Salud y de la Familia es una agencia estatal que ofrece varios programas y servicios para servirle a usted. Para ayudarle a encontrar la información que necesita, ofrecemos los siguientes recursos:

- El Gabinete para los Servicios de Salud y de la Familia le proveerá un intérprete calificado para ayudarle a acceder todos los programas y servicios del Gabinete sin cargo.
- Para solicitar servicios o beneficios ofrecidos por medio del Gabinete, usted debe comunicarse con la oficina de servicios sociales en el condado donde vive. Para ver la lista de todas las oficinas locales, favor de hacer "clic" aquí.
- Si necesita más información o ayuda en español, puede hacer "clic" aquí para mandar correo electrónico a la Sección de Acceso a Idiomas o llamar al (877) 891-9557 sin cargo.

Favor de visitar a CHFS.ky.gov en el futuro para ver toda la información en español que estamos añadiendo acerca de los servicios y programas del Gabinete.

Si desea hacer un pedido para un Registro Vital de Kentucky, favor de llamar al (800) 241-8322.

Si tiene preguntas generales acerca de pedidos hechos en el Sistema de Pedidos de Registros Vitales, favor de llamar al (502) 564-4212.

If you have gone through normal channels and your problem is still not resolved, you may get help from the Office of the Ombudsman. Call (800) 372-2973 or (800) 627-4702 (TTY)

Si usted ha pasado por los canales normales y el problema sigue sin resolverse , puede obtener ayuda de la Oficina del Defensor del Pueblo .

llamada (800) 372-2973 or (800) 627-4702 (TTY)

The Office Of The Ombudsman

<http://chfs.ky.gov/os/omb/ombcontact.htm>

Office of the Ombudsman for the Cabinet for Health and Family Services.

By law, this office serves as an advocate for citizens and works to ensure those seeking various public services are treated fairly.

The Office of the Ombudsman answers questions about CHFS programs, investigates customer complaints and works with CHFS management to resolve them, advises CHFS management about patterns of complaints and recommends corrective action when appropriate.

Currently, the office consists of three branches: Complaint Review, Performance Enhancement and the Institutional Review Board. We are working to integrate all the functions of the Ombudsman's Office within a proactive, data-driven agency whose contributions to the Cabinet will be essential to overall quality improvement.

The Office of the Ombudsman seeks to be conscientious and responsive in our contact with the public and to provide meaningful feedback to Cabinet program personnel with the primary goal of improving customer service, customer satisfaction and overall Cabinet effectiveness.

How To Contact The Office Of The Ombudsman

By Telephone: 1 (800) 372-2973 or 1 (800) 627-4702 (TTY)

Online: <http://chfs.ky.gov/os/omb/ombcontact.htm>

The Office of the Ombudsman
Cabinet for Health and Family Services
275 E. Main St., 1E-B
Frankfort, KY 40621

Nothing contained in this Statement of Patient's Rights shall require ContinueCARE Hospital at Baptist Health Madisonville or any medical personnel involved in the hospital, as well as its agents, servants,



and employees, to perform any medical procedures or course of treatment which is contrary to the Ethical and Religious Directives, except as required by law.

Contact the Director of Quality Management of ContinueCARE Hospital at Baptist Health Madisonville if you have any comment/complaints regarding any of the rights and responsibilities. Dial 270-575-2598 or ask a member of our staff to call for a patient representative to discuss your concern. A representative of ContinueCARE Hospital at Baptist Health Madisonville is available 24 hours a day.

THIS PRIVACY NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE READ IT CAREFULLY.

I. We are required by law to protect the privacy of your health information. We call this protected health information "PHI" and it includes individually identifiable health information that relates to your past, present, or future physical or mental health or condition, the provision of health care, or the past, present, or future payment for health care.

We must provide you with this Joint Notice about our privacy practices and legal duties that explains how, when, and why ContinueCARE Hospital at Baptist Health Madisonville and its Medical Staff may use or disclose your protected health information.

At ContinueCARE Hospital at Baptist Health Madisonville, we recognize and respect your right to confidentiality, and we maintain numerous safeguards to protect your privacy. We are required by law to abide by the terms of this Notice currently in effect. We reserve the right to change this Notice at any time and to make the revised Notice effective for all PHI we maintain. You can always obtain a copy of our most current Notice by contacting the Privacy Officer.

II. How We May Use and Disclose Protected Health Information. The following categories describe different ways that we may use or disclose medical information about you. For each category, we have provided examples:

Treatment. - Means the provision, coordination, or management of your health care, including consultations between doctors, nurses, and other providers regarding your care, and referrals for care from one provider to another. For example, your primary care doctor may disclose your protected health information to a cardiologist if he is concerned that you have a heart problem.

Payment. - Means the activities we carry out to bill and collect for the treatment and services provided to you. For example, we may provide information to your insurance company about your medical condition to determine your current eligibility and benefits. We may also provide PHI to outside billing companies and others that process health care claims.

Health Care Operations. - Means the support functions that help operate the hospital such as quality improvement, case management, responding to patient concerns, and other important activities. For example, we may use your PHI to evaluate the performance of the staff that cared for you or to determine if additional hospital services are needed.

III. Other Uses and Disclosures of Protected Health Information. - In addition to using and disclosing your protected health information for treatment, payment, and health care operations, we may use your information in the following ways:

Appointment Reminders and Health-Related Benefits or Services. We may use PHI to contact you for a medical appointment or to provide information

about treatment alternatives or other health care services that may benefit you.

Disclosures to Family, Friends and Others. We may disclose your PHI to family, friends, and others identified by you as involved in your care or the payment of your care. We may use or disclose PHI about you to notify others of your general condition and location in the hospital, we may also allow friends and family to act for you and pick-up prescriptions, x-rays, etc. when we determine it is in your best interest to do so. If you are available, we will give you the opportunity to object to these disclosures.

Patient Directory. We may include your name, location in the facility, general condition, and religious affiliation in our patient directory. The directory information, except for your religious affiliation, may be released to people who ask for you by name so they can generally know how you are doing. Your religious affiliation may be given to a member of the clergy even if they do not ask for you by name. You may request that your information not be listed in the Patient Directory.

To Avoid Harm. As permitted by law and ethical conduct, we may use or disclose protected health information if we, in good faith, believe the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health and safety of a person or the public, or is necessary for law enforcement to identify or apprehend an individual.

Fundraising Activities. We may contact you as part of our fundraising activities, as permitted by law. You have the right to opt out of receiving communications related to fundraising efforts of the hospital or corporation.

Marketing Activities. We may contact you as part of our marketing activities, as permitted by law.

Research Purposes. In certain circumstances, we may use and disclose PHI to conduct medical research. Certain research projects require an authorization which will be made available to you prior to using your PHI.

Lawsuits & Disputes. If you are involved in a lawsuit or dispute, we may disclose health information about you in response to a court or administrative order. We may also disclose health information in response to a subpoena, discovery request, or other process by others involved in the dispute. We will only disclose information with assurance that efforts were made to inform you about the request or to obtain an order protecting the information requested.

Required by Law Enforcement. We may release health information about you if asked to do so by law enforcement in response to a court order, subpoena, war rant, summons, or similar process. We also may disclose information to identify or locate a suspect, fugitive, material witness, or missing person. In addition, we may disclose information about a crime

victim or about a death we believe may be the result of criminal conduct. In emergency situations, we may disclose PHI to report a crime, to help locate the victims of the crime or to identify/describe/locate the person who committed the crime.

Incidental Disclosures. We may make incidental uses and disclosures of your protected health information. Incidental uses and disclosures may result from otherwise permitted uses and disclosures and cannot be reasonably prevented. Having your name called aloud by a staff member in the Emergency Department is an example of an Incidental disclosure.

(more)

Disaster Relief. When permitted by law, we may coordinate our uses and disclosures of protected health information with other organizations authorized by law or charter to assist in disaster relief efforts. For example, a disclosure of PHI may be made to the Red Cross or a similar organization in an emergency.

IV. Special Situations

Organ and Tissue Donation. If you are an organ donor, we may disclose PHI to an organ procurement organization.

Military Personnel. If you are a member of the armed forces, we may release PHI about you, as required by military authorities. We may also release health information about foreign military personnel to appropriate foreign military authorities.

Worker's Compensation. We may disclose health information about your work-related illness or injury to comply with worker's compensation laws.

Public Health Activities. We routinely disclose information about you for public health activities to:

- Prevent or control disease, injury or disability
- Report births and deaths
- Report child abuse or neglect
- Persons under the jurisdiction of the Food & Drug Administration for activities related to product safety and quality and to report problems with medications or products
- Notify people who may have been exposed to a disease or are at risk of contracting or spreading a disease
- Notify government agencies if we believe an adult has been a victim of abuse, neglect, or domestic violence. We will only make this disclosure if the patient agrees or when required by law.

Coroners, Medical Examiners, and Funeral Directors. We may release health information to these individuals. Such disclosures may be necessary to identify a deceased person or determine the cause of death. We may also release health information about patients to funeral directors so they may carry out their duties.

Health Oversight Activities. We may disclose information to government agencies that oversee our activities. These activities are necessary to monitor the health care system and benefit programs, and to comply with regulations and the law.

National Security. We may disclose PHI to authorized officials for national security purposes such as protecting the President of the United States or other persons, or conducting intelligence operations.

Inmates. If you are an inmate of a correctional institution or under the custody of law enforcement, we may release PHI about you to the correctional facility or law enforcement officials. This would be necessary for the institution to provide you with health care; to protect your health and safety and the health and safety of others; or for the safety and security of the correctional institution.

Other Uses of Your Health Information. Other uses and disclosures of protected health information not covered by this notice or the laws that apply to us will be made only with your permission in a written authorization. You have the right to

revoke the authorization at any time, provided the revocation is in writing - except if we have already taken action in reliance of your authorization.

V. Your Rights

Right to Notice of Breach of Unsecured Protected Health Information. You have the right to be notified in the event a discovery is made or is reasonably believed

to have occurred involving a breach of your unsecured protected health information.

Right to Request Limits on Uses and Disclosures of Your PHI - You have the right to request restrictions to how we use and disclose your PHI. Your request must be in writing and sent to the Privacy Officer. We will review your request but we

are not required to agree to your request. If we agree to your request, we will document the restrictions and abide by them, except in emergency situations as necessary. You may not limit the uses and disclosures that we are legally required or allowed to make. You have the right to restrict disclosure of PHI to a health plan in instances where you, as an individual, have personally paid for the services out-of-pocket and in full.

Your protected health information may not be disclosed for the purposes of marketing or sale for remuneration without your express authorization except where permitted by law. Your protected health information may not be used or disclose where it involves psychotherapy notes, except as permitted by law.

Right to Request Confidential Communications - You have the right to request to receive confidential communications of protected health information by alternative means or at alternative locations. For example, sending information to your work address rather than to your home address, or asking to be contacted by mail rather than telephone. To request confidential communications, you must specify your instructions in writing on a form provided on request by the Privacy Officer. You must specify where and how you wish to be contacted. We will accommodate reasonable requests.

Right to Inspect and Obtain Copies of your Protected Health Information - In most cases, you have the right to inspect and obtain copies of protected health information used to make decisions about your care, subject to applicable law. To inspect or copy your medical information, you must make a request in writing to the Director, Health Information Management. If you request copies of your health information, we may charge a fee for copying, postage, and other supplies associated with your request.

Right to Amend your Protected Health Information - If you believe that the protected health information we have about you is incorrect or incomplete; you may request that we amend the information. To request an amendment, you must make your request in writing to the Director of Health Information Management and specify a reason that supports your request. We may deny your request, subject to applicable law.

The Right to Obtain a List of Disclosures We Have Made - You have the right to request an "accounting of disclosures" of your protected health information. Your request must be made in writing and include a time period no longer than six years (not including dates before April 14, 2003).

There are several exceptions to the disclosures we must account for. Examples include disclosures for treatment, payment, and healthcare operations; those made to you; those made as a result of an authorization by you; those made for National security or intelligence purposes, and those that occurred before April 14th, 2003.

Requests for an accounting of disclosures must be made in writing to the Director of Health Information Management. The first accounting you request within a 12-month period is free. For additional accountings, we may charge you for the cost of providing it. We will notify you of the cost before processing your request so you may withdraw or modify your request before costs are incurred.

COMPLAINTS

If you believe your privacy rights have been violated, you may file a complaint



with ContinueCARE Hospital at Baptist Health Madisonville or the Secretary of the Department of Health and Human Services.

To file a complaint with ContinueCARE Hospital at Baptist Health Madisonville, contact the Privacy Officer at the address below. We will not take action against you for filing a complaint.

You may also file an anonymous complaint through our Corporate Compliance Hotline 24 hours a day, 7 days a week at: (844) 754-3341.

If you have questions or would like additional information about this Notice, please contact the Privacy Officer at:

ContinueCARE Hospital at Baptist Health Madisonville

2501 Kentucky Avenue, 5th floor

Madisonville, Kentucky 42003

1-270-575-2598

EFFECTIVE DATE

This Notice is effective as of June 23, 2015.

CONTACT PERSON

Patient's Responsibilities

As a patient at ContinueCARE Hospital at Baptist Health Madisonville, you have specific rights. Along with these rights go the following patient responsibilities:

- 1. Be considerate of other patients by allowing them privacy, limiting your visitors and maintaining a quiet atmosphere. Telephones, television, radios, and lights should be used in a manner agreeable to others.**
- 2. It is your responsibility to ask for explanations of any medical problem or treatment plan if you do not have a clear understanding. Once you have agreed to a treatment plan, it is important that you follow the prescribed plan. You may specifically want to ask:**
 - Why a treatment is recommended
 - What alternatives are available
 - Whether the treatment causes discomfort or pain
 - How long the treatment will last
 - What risks are involved
- 3. You should not make any decisions about your care if you feel you are not fully informed. You may be asked to give your consent in writing to certain tests, procedures, or operations. Ask as many questions as you need to fully understand each document you are asked to sign. If you change your mind or refuse a treatment, discuss your reasons with your physician.**
- 4. As a partner in your health care, we encourage you to:**
 - Be honest – Provide an accurate and complete medical history
 - Understand – Ask questions of the health care team whenever necessary
 - Follow the plan of care – Tell the staff if you feel you cannot comply with the plan of care
 - Report changes – Tell your doctor if there is a change in your health
 - Know your medications – If possible, have a list of what drugs you take and why
 - Know your staff – Ask the staff for their names and try to know the names of everyone who cares for you
- 5. Your cooperation with hospital regulation is appreciated.**
 - You and your visitors may not smoke in the hospital
 - If possible, do not bring anything of value with you to the hospital
 - Ask your family and visitors to respect the right of other patients
- 6. You are expected to fulfill your personal financial obligations as promptly as possible.**



If you need any assistance understanding these responsibilities, please contact your Case Manager.

Understanding Your Financial and Billing Responsibilities

Important Medicare Statement

YOUR RIGHTS AS A MEDICARE HOSPITAL PATIENT

- You have the right to receive necessary hospital services covered by Medicare or covered by your Medicare Health Plan ("your Plan") if you are a Plan enrollee.
- You have the right to know about any decisions that the hospital, your doctor, your Plan, or anyone else makes about your hospital stay and who will pay for it.
- Your doctor, your Plan, or the hospital should arrange for services you will need after you leave the hospital. Medicare or your Plan may cover some care in your home (home health care) and other kinds of care, if ordered by your doctor or by your Plan. You have a right to know about these services, which will pay for them, and where you can get them. If you have any questions, talk to your doctor or Plan, or talk to other hospital personnel.

YOUR HOSPITAL DISCHARGE & MEDICARE APPEAL RIGHTS

Date of Discharge: When your doctor or Plan determines that you can be discharged from the hospital, you will be advised of your planned date of discharge. You may appeal if you think that you are being asked to leave the hospital too soon. If you stay in the hospital after your planned date of discharge, it is likely that your charges for additional days in the hospital will not be covered by Medicare or your Plan.

Your Right to an Immediate Appeal Without Financial Risk: When you are advised of your planned date of discharge, if you think you are being asked to leave the hospital too soon, you have the right to appeal to your Quality Improvement Organization (also known as QIO). The QIO is authorized by Medicare to provide a second opinion about your readiness to leave. You may call Medicare toll-free, 24 hours a day, at 1-800-MEDICARE (1-800-633-4227), or TTY/TDD: 1-877-486-2048, for more information on asking your QIO for a second opinion. If you appeal to the QIO by noon of the day after you receive a non-coverage notice, you are not responsible for paying for the days you stay in the hospital during the QIO review, even if the QIO disagrees with you. The QIO will decide within one day after it receives the necessary information.

Other Appeal Rights: If you miss the deadline for filing an immediate appeal, you may still request a review by the QIO (or by your Plan, if you are a Plan enrollee) before you leave the hospital. However, you will have to pay for the costs of your additional days in the hospital if the QIO (or your Plan) denies your appeal. You may file for this review at the address or telephone number of the QIO (or of your Plan).



ContinueCARE Hospital at Baptist Health Madisonville is a facility that specializes in caring for the medically complex patient who requires an extended hospital stay to maximize their recovery. Our goal is to return each patient to their optimal level of wellness.



**900 Hospital Drive, 4th Floor
Madisonville, Kentucky 42431
(270) 825-5450**