

Our Promises to Our Patients:

- You are important to us.
- You are part of your health care team.
- You may talk freely with your health care team about your care and safety. Your care and safety are our most important goal.
- You may tell us how you feel. We will tell you the truth.
- We will listen to you.
- You may ask us as many questions as you would like. You may ask for an interpreter at any time.
- We will talk with you about your care in a language you understand.
- We will be as gentle as possible when we care for you.
- We will ask you if you hurt. We will try to help you feel better as quickly and safely as possible.
- We will keep your body covered as much as we can.
- We will help you do what you need to grow and learn.
- We will help you learn how to take care of yourself.
- We will help you continue to do the things important to you, your family, and your faith.

We Will Also:

- Tell you who we are.
- Admit you for services only if CMHC can provide safe care at the level needed.
- Talk with you about your Home Care services.
- Notify your doctor that you are in the hospital.
- Follow your doctor's orders.
- Explain our job.
- Explain how things may feel.
- Make you as comfortable as possible.
- Provide care without neglect, exploitation, or verbal, mental, physical, or sexual abuse.
- Give a timely response when any of our home care services are needed or requested.
- Provide home care services and instructions for safe operation of equipment.
- Tell you what might help you and what we believe might not help you.
- Give you information you need to make decisions about your care.
- Respect your property.

We will take good care of you and respect you, no matter:

- Your age, sex, and gender identity and expression.
- Where you were born.
- Your beliefs and cultural practices.
- What you look like.
- Whether you or your family can pay for care.
- The color of your skin, race and ethnic identity.
- What language you speak.
- What you can or can't do with your body and mind.
- Who is in your family and who you love.

Your Responsibilities as a Patient

There are things only you can tell us. So we can give you good and safe care, it is important that you tell us:

- Any changes in your health.
- If you have pain and where.
- What you or your family do at home to help you feel better.
- If you have concerns about your care.
- If you need help following your plan of care or keeping your appointments.
- How you feel.
- What others have done to help you feel better.
- If you don't understand something.
- If there is something on your mind.

Additional Rights:

- If we offer a research study to you, you may say yes or no. Saying "no" will not change how we care for you.
- We will help you make plans if you and your family choose to go to a hospital, provider, or different home care agency, unless it harms your health or safety.
- You and your parent may see your medical record as permitted by law. We will help you with this.
- You and your parents will receive explanations of charges for services before they begin or when there are changes. You may be asked to pay for any services not covered by your insurance.
- You will receive all services outlined in the plan of care.

- You will be advised in advance of any change in the plan of care. You will be told as soon as possible of changes in services or schedule.
- If you are 18 or older and are able to make decisions for yourself:
 - You may create an Advance Directive. An Advance Directive is a written or spoken plan that tells us:
 - What treatments you want or do not want.
 - Who should make decisions for you if you are unable to tell us yourself.
 - If you want, we will help you create an Advance Directive.
 - You have the right to approve or refuse any part of your medical treatment.
- If you are 18 or older and are not able to make decisions for yourself:
 - We will talk with your legal guardian or designated representative to make decisions that are in your best interest.
- If you are younger than 18 and wish to say no to any part of your care, we will discuss this with you and others as needed.
- You may request a medical chaperone for examinations and procedures. If you have any concerns regarding the conduct or examinations by our staff, please report this to us.
- You may also report to the state's child protective services hotline or the agencies included here.
- These rights also apply if you are a Children's Mercy employee, contractor, resident or anyone else who works on behalf of the hospital.

Meaningful Communication

Free aids and services are available to people with disabilities, such as qualified sign language interpreters and written information in other formats.

Free language services to people whose primary language is not English, such as qualified medical interpreters and information written in other languages.

- For more information, please contact Language Services at (816) 234-3474.

Not following the Patient Rights may result in the end of Home Care services.

For additional information or resources, visit our website at childrensmercy.org/home-care

Do:

- Help plan your care and follow the plan.
- Treat everyone with respect and dignity.
- Take care of the equipment being used. Do not share equipment, supplies, or medications with anyone else, and always use them appropriately.
- Call CMHC right away with changes in caregiver, contact information, or insurance.
- Give a report about you or your child to the staff at the start of the visit.
- Contact CMHC to cancel service or change visits or deliveries.
- Tell us how you can be reached in case of an emergency or a change in the plan of care.
- Wear clothing that is not offensive or hostile and is respectful towards others.
- Be at home at the scheduled time and participate in treatments and services.
- Protect the privacy and confidentiality of others.
- Call CMHC at (816) 895-5000 about any equipment problems. Do not try to fix it on your own.
- Read forms, ask questions, and sign forms as necessary.
- Care for the others in your home. CMHC staff can only give care to its patients.
- Make an emergency plan. CMHC staff will help you set it up. It is important to keep your child safe.
- Provide a safe, clean space for the patient. CMHC staff need clean space to wash their hands.
- Tell CMHC about any illness or contagious diseases present in the home.
- Respect others' differences, including their age, color, culture, ethnicity, gender identity or expression, language, national origin, physical, mental or other disability, race, religion, sex, sexual orientation, socioeconomic status or other basis protected by law.

Do Not:

- Discriminate, intimidate or harass anyone.
- Use physical or emotional abuse.
- Use tobacco, e-cigarettes or alcohol when home care staff are present.
- Use foul or mean language.
- Have weapons or illegal substances out during your home care visit.
- Take photos, videos, or recordings of staff without their permission.

Questions or Concerns?

If you think we have not kept our promises, please tell us so we can try to make things better. You can talk to the CMHC director or their designee about problems with your care without hurting the care you receive.

You will be told of and take part in talking about ethical issues regarding your care. To request an ethics consultation, please email EthicsConsult@cmh.edu or ask the operator to page the Ethics Consultant on call..

Financial Assistance

Every sick child deserves care. Financial counselors may be able to help families find funds to help cover the costs of medical services. Children's Mercy gives financial help to those who meet the requirements of the Financial Assistance Policy. Financial counselors are here to help you if you do not have insurance or think you will have trouble paying co-pays, co-insurance, deductibles, or other amounts not covered by insurance. A financial counselor will need to get some information from you to determine whether you may qualify for financial help.

Some of the key requirements are:

- You must be a resident in the state of Kansas or Missouri.
- You have a household income (adjusted for family size) of less than or equal to 300% of Federal Poverty guidelines.
- You have used all your resources from all other programs (including Medicaid).

Children's Mercy participates in most insurance plans. Please contact your insurance or managed care provider to verify coverage and visit choosechildrensmc.org to learn more. For more financial assistance information, please visit our website (childrensmc.org/financialcounseling/). All Financial Assistance forms are available in the languages of English, Spanish, Arabic, Somali, Vietnamese, and Burmese. To contact a financial counselor, call (816) 234-3567.

Patient Advocate

Patient Advocates serve as liaisons between the patients, families, and hospital staff. They facilitate communication and involve staff in resolving issues related to the patient experience, as well as identify opportunities for organizational improvement. A patient advocate is available to address your concerns and, if needed, assist in filing a grievance.

The grievance committee will review each grievance and provide you with a written response containing steps taken to investigate the grievance, the results of the grievance process and the date of completion of the grievance process. You may contact a patient advocate at (816) 234-3119.

While we will make every effort to address your concerns, you may also contact one or more of the following agencies:

- Missouri Department of Health Hospital Licensing and Senior Services:
(573) 751-6303
- Missouri Home Health Hotline (24 hours):
(800) 392-0210
- Missouri Board of Healing Arts:
(573) 751-0098
- Missouri Board of Nursing:
(573) 751-0681
- Kansas Department of Health and Environment:
(800) 842-0078
- Kansas Home Health Hotline (8a-4:30p):
(800) 842-0078
- Kansas Board of Healing Arts:
(785) 296-4929
- Department of Health and Human Services, Office of Civil Rights:
(800) 368-1019
- Center for Medicare and Medicaid Services:
(877) 267-2323
- Joint Commission:
(800) 994-6610

CMHC Contact Information

700 NW Argosy Parkway
Riverside, MO 64150
(816) 895-5000
Toll Free (800)333-6059
Fax: (816) 302-9737

After Hours Services:

An answering service will answer CMHC telephones after office hours (Monday through Friday, 8 am to 5 pm). On-call staff will be called.

If that does not meet your need, call The Children's Mercy Hospital at (816) 234-3000. Tell the operator that you can't reach CMHC at the usual phone number and ask for the CMHC staff on call.