

## Financial Assistance

The mission of Saint Francis Medical Center is to provide a ministry of healing and wellness inspired by our Christian philosophy and values.

Saint Francis provides very good care to all patients even if they cannot pay. If you cannot pay your hospital bills, Saint Francis offers two programs:

### Uninsured Patient Program

If you do not have insurance, you may qualify for discounted medical services:

- 50 percent off billed inpatient charges
- 30 percent off billed observation charges
- 20 percent off billed outpatient charges

### Financial Guidelines

You must fill out an application to get these discounts. We will need:

- Last year's tax returns
- Bank statements from all your accounts
- Total earnings from all family members living in the household

You must also show that your family income is at or below 600 percent of the national Poverty Guidelines according to family size, as published by the U.S. Department of Health & Human Services. Your assets must not total more than \$75,000, except for your permanent residence.

If you choose to name separate agents for business and healthcare decisions, use separate documents to do so.

### Patient Assistance or Charity Care Program

If you cannot afford to pay your bill, we have a charity care program.

### Financial Guidelines

You must fill out an application to get assistance or charity care.

You will need:

- Last year's tax returns
- Bank statements from all your accounts
- Total earnings from all family members living in the household

You must also show that your family income is at or below 400 percent of the national Poverty Guidelines according to family size, as published by the U.S. Department of Health & Human Services. Your assets must not total more than \$50,000, except for your permanent residence.

Applications are available at the Saint Francis Business Office. Please call 573-331-5256 or 573-331-5182 if you have any questions.

We hope this pamphlet has been helpful at this difficult time. Our nursing, pastoral staff and ethics team, along with your doctor, are here to assist you in any way we can. If you have questions or want to learn more about advance directives, call 573-331-5146.



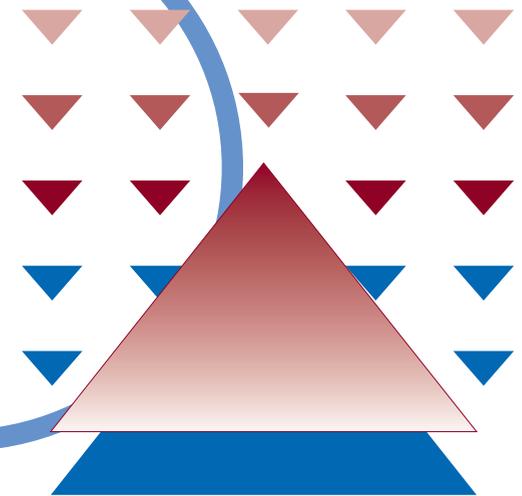
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211 Saint Francis Drive • Cape Girardeau, MO 63703  
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# Patient Rights, Responsibilities, Advance Directives and Financial Assistance

Patient Rights,  
Responsibilities,  
Advance Directives  
and Financial Assistance



*Medicine to the Highest Power*

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## Saint Francis Medical Center's Patient Bill of Rights

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### Access to Care

Saint Francis Medical Center prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

### Respect and Dignity

You have the right to be treated with dignity and respect at all times and under all circumstances. You have the right to pastoral and spiritual services.

You have the right to have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.

You may wear appropriate personal clothing and religious or other symbolic items as long as they do not interfere with diagnostic procedures or treatment.

### Pain Management

You can expect information about pain and pain relief measures, health professionals who respond quickly to reports of pain, and state-of-the-art pain management.

### Informed Consent

You have the right to participate in decisions about your care, treatment, and services. You (or legally authorized person(s)) have the right to informed consent in order to consent to or refuse proposed treatment and services. You also have the right to know about alternative methods of treatment, including risks and benefits, probable outcomes, consequences of no treatment, and the right to consult with a specialist.

You have the right to give or refuse consent for recordings, photographs, films, or other images to be produced or used for internal or external purposes other than identification, diagnosis, or treatment. You have the right to withdraw this consent up until a reasonable time before the item is used.

### Communication

You have the right to receive information in your preferred method of communication (written, verbal, communication boards, etc.). This can include interpretation and translation services as needed at no cost. This also includes providing you with needed help if you have vision, speech, hearing or cognitive impairments.

### Protective Services

Often, you or your family may believe there is a need for protective services (i.e. guardianship, conservatorship, child or adult protective services). You may file a request if you wish. Medical Center staff will provide you with a list of those names and assist you in any way they can.

### Safe Care

You have the right to receive safe care in a safe environment and to be free from physical or mental abuse and corporal punishment. You also have the right to be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, staff convenience, or retaliation by staff. When the use of restraint is necessary, the least restrictive method will be used to ensure your safety and will be discontinued at the earliest possible time.

### Changing or Revoking Advance Directives

Your advance directive is effective until the time of your death or until you revoke it. You should review your advance directive periodically. Each time that you do this, date and initial it in the margins of your documents. This will indicate that your directions are current. An advance directive can be revoked orally; however, it is better to sign and date a written revocation and destroy all previous copies of the document.

### Organ or Tissue Donations in an Advance Directive

You may express your wishes for organ or tissue donations in an advance directive. If you plan to donate organs or tissues, you should complete the back section of your driver's license. You should also discuss organ and tissue donation with family members.

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## Code Status

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Should you or a loved one become very ill, the doctor or nurse may approach you about a "code status," or what efforts should be made to revive someone should his or her heart stop beating or if he or she stops breathing. The following are definitions of common terms the nurse and doctor may use when discussing a code status.

### Cardiopulmonary Resuscitation (CPR)

An emergency procedure consisting of artificial breathing and compression on the chest. This is performed in an attempt to revive a patient who has gone into cardiac arrest (no heartbeat) or respiratory arrest (no breathing).

### Life Support Treatment

Medical treatment that helps to maintain life, without which the person could possibly die. Example: Drugs to support blood pressure; the use of a breathing machine (ventilator).

### Code Blue or Full Code

An emergency response in which CPR is applied in an effort to restore breathing and/or heartbeat. This may result in the use of a ventilator and/or drugs if the code blue is successful.

### Designation of Code Status

Under certain circumstances, such as cardiac or respiratory arrest, it may be appropriate for a physician to enter one of the following orders in the patient's medical record at the request of the patient or their loved one:

- No Code Blue/No Intubation: No CPR or breathing tube
- Code Blue/No Intubation: CPR with no breathing tube
- No Code Blue/Intubation Only: No CPR with breathing tube only

### Compassionate Care

Neither CPR nor aggressive life support measures will be done. The patient will receive supportive care from the medical and nursing staff. Drugs still will be given to relieve pain and control signs and symptoms of disease. The patient will be watched closely, so changes will be noticed.

An advance directive is a paper, such as a living will or durable power of attorney, for healthcare. This allows you to let others know what you would want if you could not speak for yourself. If properly enacted, your advance directive should be honored in any state according to that state's law and medical center policy.

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## Understanding Advance Directives

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### Living Will

A living will is a signed, dated and witnessed paper. It can be used to state what you would want done, or not done, should you become terminally ill or permanently unconscious.

Your living will may not cover everything. Your living will probably does not allow you to name an agent. There is clearly a benefit to being as specific as possible when making an advance directive.

### Durable Power of Attorney

Durable power of attorney names the person who can make healthcare decisions for you. This person is sometimes called an agent. This paper should have detailed instructions on what types of treatment you want or do not want in the case that you are unable to make your own healthcare decisions.

General power of attorney refers to business and money matters. A durable power of attorney for healthcare covers medical issues.

### Naming an Agent

You should name someone who knows your wishes and whom you trust to act according to your wishes. You may name a family member, but you do not have to do so. You might choose your spouse, an adult child or a friend. Talk with your agent about your wishes in detail and confirm that he or she agrees to act according to your wishes.

### When Durable Power of Attorney for Healthcare Decisions Goes Into Effect

Durable power of attorney becomes effective only when you are no longer able to make your own decisions, such as if you are seriously ill, injured, or terminally ill and in a temporary or permanent unconscious state.

### Discussing Your Advance Directive

It is up to you to let your agent(s), doctors, family members, clergy and significant others know you have an advance directive. You should give them a copy and discuss the details of your advance directive with them.

### Carrying out Wishes Stated in an Advance Directive

Healthcare providers and your agent must honor your wishes, so long as the directions you have made comply with state law and Medical Center policy. If a provider refuses to honor your wishes, he or she must help you transfer to someone who will honor your advance directive.

Your family cannot make changes to the advance directive. Only your agent has legal authority to make healthcare decisions on your behalf. However, your agent may wish to obtain more information from your family to assist him or her in making those decisions.

### Identity/Information

You have the right to information regarding the identity and professional status of the physician(s) and/or practitioner(s) treating you. You (or, in appropriate treatment and circumstances, your family) have the right to discuss the outcome of all procedures with your physician. This explanation should be sufficiently clear for you to understand. You also have the right to participate in planning your care and to know the risks involved. If we are unable to give this information to you, it should be given to a person(s) legally authorized to receive it. You have the right to be included in any discussions/decisions regarding ethical issues of your care.

### Transfer and Continuity of Care

You have the right to participate in your discharge planning, including available service options and a choice of agencies that provide the services. You have the right to be or not to be transferred to another facility unless the reason for it and the alternatives have been explained to you and the next facility agrees to accept you. You have the right to be instructed in your continued self-care before your discharge from Saint Francis.

### Visitation

You have the right to designate a family member, friend or any other individual to be present for emotional support during the course of your stay. Unless this designated individual's presence infringes on others' rights, safety or is medically or therapeutically contraindicated, the Medical Center will allow for the presence of the support individual of your choice. Furthermore, you have the right to receive the visitors you designate, including but not limited to: a spouse, a domestic partner (including a same-sex domestic partner), another family member or a friend.

### Privacy and Confidentiality

You have the right, within the law, to personal and information privacy. You may refuse to talk with or see anyone not officially connected with the Medical Center, including visitors or people officially connected with Saint Francis but not directly involved in your care.

You can expect that all communication and records about your care be kept confidential, unless disclosure is permitted by law. You have the right to have access to, request amendment to, and obtain information on disclosures of health information, in accordance with law and regulation.

You can expect all communications and other records pertaining to your care, including the source of payment, to be treated as confidential.

### Medical Center Charges

You have the right to receive an itemized bill and explanation of it. You also have the right to a notice of termination of a third-party payor's reimbursement.

### Medical Center Rules and Regulations

You have the right to be free from abuse, neglect or exploitation. You also have the right to know Medical Center rules and regulations for patients' care and for handling complaints.

## Discharge Planning

Patients have the right to request assistance with discharge planning by calling 573-331-5339 or 573-331-5136 prior to leaving Saint Francis Medical Center. On weekends and holidays, please call the Medical Center's operator by dialing "0" or 573-331-3000 and asking for the house supervisor. The house supervisor will contact a social worker to assist with the discharge process.

## Patient Complaints and Grievances

You have the right to be informed of the Medical Center's patient complaint and grievance policies and procedures and who to contact to assist in resolution of a concern. You also have the right to file a complaint or grievance and to expect prompt resolution.

A patient complaint is a concern related to quality of care, safety or services rendered that can be resolved promptly with staff present. We encourage you to inform us of any complaint you may have while you are in our care so it will be addressed in a timely manner. If you have a complaint, you are encouraged to notify your nurse or other provider who will work to resolve your concern.

A patient grievance is a complaint that cannot be resolved at the time it is brought to the Medical Center's attention by staff present and can be in verbal or written form. If you feel your complaint has not been resolved promptly, you may file a grievance by contacting the Patient Safety Officer or designee at 573-331-3927. If you would like to put your grievance in writing, you may send it to the Patient Safety Officer, 211 Saint Francis Drive, Cape Girardeau, MO 63703. You will be notified that your grievance has been received and it will be investigated. In addition, you will receive a written response once the grievance has been resolved. All information regarding your complaint and resolution will be kept confidential and will not compromise the care you will receive.

If you have a grievance with this facility, you may report it at anytime to the Missouri Department of Health and Senior Services, P.O. Box 570, Jefferson City, Missouri 65102-0570 or call 573-751-6303. You may also contact The Joint Commission, 1 Renaissance Boulevard, Oakbrook Terrace, Illinois 60181 or call 800-994-6610.

## Ethics Committee

Sometimes, patients, families and staff have difficult choices and ethical questions they need to talk about (i.e., questions on end-of-life care) or issues related to your rights and responsibilities (i.e., safety, pain management, confidentiality). Members of the Ethics Committee are available to address difficult ethical issues. To access the Ethics Committee, call 573-331-5136 or ask your healthcare provider to contact a supervisor or manager.

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## Patient Responsibilities

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### Provision of Information

As a patient, you have the responsibility to provide information about your present and past illnesses and treatment and about your understanding of the treatment plan designed for you. You and your family are responsible for reporting unexpected changes in your condition to the responsible practitioner.

## Reporting Pain

It is the responsibility of the patient to discuss pain relief options with the doctors and nurses, help the doctors and nurses assess pain, and tell the doctors and nurses if the pain is not relieved.

## Asking Questions

You and your family are responsible for asking questions when you do not understand what you have been told about your care or what you are expected to do.

## Respect and Consideration

You have the responsibility to respect other patients and the personnel involved in your care and treatment. You are responsible for being respectful of the property of other people and of the Medical Center.

## Medical Center Rules and Regulations

You have the responsibility to follow the rules and regulations of Saint Francis regarding patient care.

## Compliance With Instructions

You have the responsibility to participate in the teaching and treatment plan recommended by the personnel who care for you. You and your family are responsible for following the treatment plan developed with your practitioners.

You should express any concerns you have about your ability to follow the proposed course of treatment. The Medical Center, in turn, will make every effort to adapt the treatment plan to your specific needs and limitations. You and your family should understand the consequences of failing to follow the recommended course of treatment or of using other treatments. If you or your family refuses treatment or fails to follow the practitioner's instructions, you are responsible for the outcome. Sometimes, disagreements occur about a course of treatment. Usually these disagreements can be talked through and resolved. However, if they continue, you should talk to your physician or care coordinator. He or she can assist you in finding other ways to help resolve them.

## Medical Center Charges

You have the responsibility for assuring that the financial obligations of your healthcare are met as promptly as possible. Saint Francis provides discounts and financial assistance for patients who qualify. For more information, contact the Saint Francis Business Office at 573-331-5182 or 573-331-5256.

*These rights and responsibilities apply to all patients, including neonatal, child, adolescent and adult. If you have any questions regarding this information, please ask your healthcare provider to contact a supervisor or manager.*

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## Advance Directives

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### Healthcare Decisions for Your Future

People everywhere are facing decisions about issues such as life support, nutrition and resuscitation efforts for themselves and family members. Saint Francis knows the importance of such issues. We would like to provide you with some information to help answer questions you might have.

### Advance Directives — Stating Your Wishes in Writing

A U.S. Supreme Court ruling states that all competent people can refuse medical treatment. This includes life-prolonging procedures. This ruling also gives you the right to name someone else to make these decisions for you, if you cannot make them for yourself.