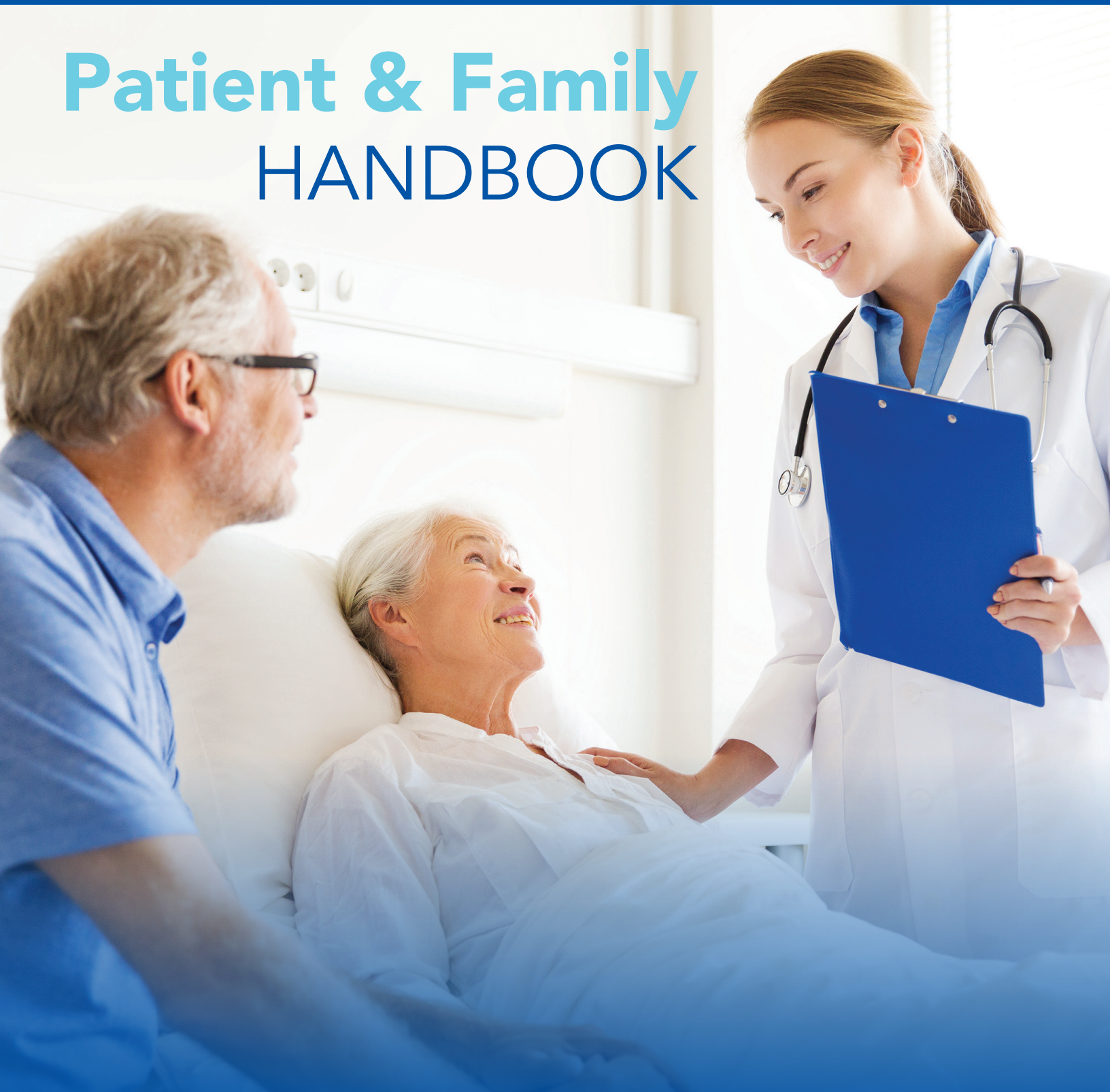


# Patient & Family HANDBOOK



Ashland Campus



King's  
Daughters

Welcome

## Welcome to UK King's Daughters

We appreciate you have choices in healthcare and are honored to be able to provide your care.

As your care provider, our top priority is to live up to the trust you have placed in us by providing you with the very best healthcare. We are pleased to provide some of the most advanced technology and services right here in Ashland, but we couldn't do it without our team. Our medical staff, nurses, technologists and support personnel are passionate about delivering the highest quality, most compassionate care available anywhere.

We understand being hospitalized can be unsettling and inconvenient. Knowing what to expect can make the experience a little more comfortable. With this in mind, we developed this handbook to address common questions. We've also included information about places to eat, parking, visitors, and Internet access. There's a place to jot down notes and questions for your care team while you are here and after you go home. We welcome your active participation in your care and hope you will let us know if there is anything at all we can do to better meet your needs.

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## Hospitalists

The King’s Daughters team would like to welcome you and share some tips with you to help make your stay with us as much like home as possible. First, you should know that you may be under the care of a hospitalist.

Hospitalists are doctors dedicated to taking care of patients while in the hospital. They coordinate your care with your family care provider, nursing staff, your family members and may also ask other specialists to participate in your care.

If you have questions for your hospitalists, your nurse can contact them 24 hours a day.

- Your hospitalist will help make arrangements for services you may need when you leave the hospital.
- After discharge, you will return to the care of your own provider, who will receive your hospital records.
- If you have questions after being discharged, call (606) 408-8999, anytime 24/7.

My hospitalists:

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# Six things you need to know

- 1. Your room:** Bedside rails contain controls for the bed and nurse call button. Your handheld call button also can control these things. Each room also is equipped with its own TV remote and temperature control. If the temperature of your room is uncomfortable, please feel free to adjust it to the desired temperature. If you would like a larger, reusable water cup with a lid and a straw, please ask your nurse; they will get one for you.
- 2. Need immediate attention:** If your family member notices a change in your condition and it is an emergency, use your call light immediately, or call the Assessment Consultation Team (ACT) nurse at ext. 89808.
- 3. Patient meals:** Meals are delivered as follows:
  - Breakfast: 6:45 - 8:30 a.m.
  - Lunch: 10:45 a.m. - 1 p.m.
  - Dinner: 4:30 - 6:30 p.m.

The next day's menu will be delivered between lunch and dinner. Additional in-room guest trays are available for \$6. We also have snacks available on the floor, such as popsicles and crackers.
- 4. Visiting hours:** Your care partner or a family member is welcome 24 hours a day. Others are welcome from 6 a.m. to 9 p.m., but if you're not up for company, let your healthcare partner or nurse know.
- 5. WiFi:** Complimentary wireless Internet access is available throughout the medical center. Look for "KDguest" on your wireless device. You will be asked to accept the terms and conditions of using our free WiFi before accessing the system.

- 6. Communication:** Use your call light to reach your nurse. Phone numbers for those involved in your care will be listed on your whiteboard. A phone is on the table near your bed.

## Communication

### Whiteboard

Your room has a white communication board you can see from your bed. Your nurse will write the names of team members who will be working with you each shift. Please review your whiteboard with your nurse and use it for your communication with the care team.

### Hourly rounding

Your nurse will be by every hour between 6 a.m. and 10 p.m. to make sure we are meeting your needs. Between 10 p.m. and 6 a.m., the nurse will check on you every two hours. This schedule will help ensure you get the rest you need.

### Bedside shift report

To promote good communication, nursing units at King's Daughters participate in bedside shift report. This means the nurse going off-duty shares important information at your bedside with you and your family or healthcare partner, and the nurse who is coming on duty. If you have any questions during bedside shift report, please ask them.

### Alarms

Every patient room has different alarm systems in place. These include heart monitors, bed alarms and medicine pumps. These alarms help alert the nurse when IV medications need to be changed or timers reset. Do not be concerned if an alarm activates. If the nurse does not respond to an alarm within a few minutes, please use your call button to request help.

For your own safety, do not attempt to silence the alarm yourself.

## Room cleaning

Our team will disinfect your room and bathroom, using procedures that help ensure cleanliness. As part of the standard procedures, our team will clean the surfaces in your room, including your bed rails and overbed table. Environmental care services are available 24/7. If you feel your room needs special attention, please let your nurse know. You can call Environmental Services directly at ext. 80500.

## Personal items and valuables

Ask your nurse for assistance with toiletries or personal grooming needs. We provide soap, towels, sheets, hospital gowns and nonslip socks. We urge you to leave valuables and credit cards at home. Our Patient Representatives do have the ability to lock up valuable items. If you would like us to do this, please let your caregiver know. **The hospital is not responsible for lost or stolen items.**

To keep personal items secure, you should:

- Keep eyeglasses and hearing aids in a case in the top drawer of your bedside table or in a secure place when not using them.
- Keep dentures in a denture cup in the top drawer of your bedside table, or in a secure place away from your food tray and the bed linens.

## Comfort services

Identity Salon and Spa is on campus and provides services (shampoo, cut, style) in the salon and, in some cases, in your room. Ask your nurse for details.

- **Identity Salon & Spa | Medical Plaza A, first floor | (606) 408-6623**

## Leaving your room

If you leave your room for anything other than a test or procedure, please let the nurse know where you will be.

## Tobacco-free campus

Tobacco use is prohibited on King's Daughters property. Physicians may order tobacco use alternatives (i.e., patches, gum or inhalers) as appropriate to the patient's condition. Patients who choose to leave the campus for tobacco use will have intravenous (IV) tubing removed, if applicable. The patient's caregiver or charge nurse will review the policy, obtain the patient's signature on the release against medical advice (smoking) form, and take additional actions as appropriate.

## Patient ID for procedures and medications

When you're admitted to the hospital, we give you a safety band with your name, date of birth and medical record number. This safety band must be worn at all times during your stay with us. Team members will always check your safety band before giving you any medicine or performing any test or procedure. They may ask your name and date of birth. Please be patient when your identity is verified often – it's for your own safety. We use bar code scanners to match medications to the patient.

For surgical procedures, you should always confirm which procedure you are having and where on your body. If you are having surgery, our team will ask you to confirm the surgery type, area affected and reason for surgery. In most cases, your surgeon will visit you before surgery to mark and sign the surgery site. If there is any doubt in your mind about this, speak up and let us know!

# Important numbers

**Local calls** . . . . . dial 9, then the number

**Emergencies** (while in-house) . . . . . 22

**Assessment**

**Consultation Team** (ACT). . . . . (606) 408-9808

**Operator** . . . . . (606) 408-4000

**Administration**. . . . . (606) 408-4408

**Billing** . . . . . (606) 408-4118

**Business Office** . . . . . (606) 408-4446

**Diabetes Education**. . . . . (606) 408-1540

**Family Pharmacy** . . . . . (606) 324-0092

**Patient Representative**. . . . . (606) 408-4146

**Security**. . . . . (606) 408-4487

**Social Work** . . . . . (606) 408-1358

# Patient and Family Centered Care

## Patient experience

We want to hear from you. Your comments continuously help us improve. Within three days of discharge, patients will receive a phone call from (606) 408-5347 to complete a 10 question survey. This feedback helps us identify patient needs, improve care and recognize team members. We thank you for your participation! If you prefer not to receive a survey, please contact a patient representative at (606) 408-4146.

## Patient representatives

We invite you and your family to join us as active members of your care team to help you heal better. No question is unimportant. If at any time you feel as though you are not our main focus, please contact a patient representative. They help customers resolve

non-clinical concerns. Patient representatives also visit newly admitted patients and provide a link between you, your family and your healthcare team.

Should you or your family have questions or concerns during your stay, we want to hear about them. We ask that you give us the opportunity to resolve the situation. If we are not meeting your expectations, please discuss your concern with a patient representative, your nurse, the nursing unit manager, or your physician.

- **To reach a patient representative, dial ext. 84146. If there is no answer, please leave a message with your full name, birthdate, room number, and the reason for the call.**

## We care about your privacy

We are committed to protecting your health information. This obligation will be followed by all healthcare professionals, students, staff, volunteers and business associates at King’s Daughters. If you have a patient privacy concern, please notify our patient representatives by calling ext. 84146, or dial “0” for the operator. From an outside line, call (606) 408-4146.

# Preparing for your stay

## Be an informed patient

We believe the more you know about your condition the more likely you are to take an active role in your own care and recovery. We strive to involve and educate you and your family throughout your hospital stay. Please ask questions as many times as needed as you review your care plan and before signing any consent forms. Don’t hesitate to ask people to identify themselves and what they do.

## Preventing infections

Hand hygiene (hand washing and/or the use of alcohol-based hand gel) is one of the most effective ways to keep from getting sick and spreading illnesses. You can reduce your infection risk by following these easy steps:

- Wash your hands or use hand sanitizer often.
- Remind your family and visitors to wash their hands or use the alcohol-based hand gel each time they enter and leave your room.
- Remind your healthcare providers to wash their hands or use the alcohol-based hand gel each time they enter and leave your room.

## Preventing the spread of respiratory infections

Cover your mouth and nose when sneezing or coughing by using tissues or the bend of your elbow. Both tissues and masks are available upon request. We urge you to use them if you have a runny nose or cough, or if you are sneezing.

## Preventing falls

Although we cannot prevent all falls, we have developed a fall reduction program to reduce them. Your healthcare team will assess and monitor your fall risk and will implement strategies to protect you from falling. As a patient, you can help us keep you safe by always asking for assistance when going to

the bathroom. A “call, don’t fall” approach is strongly encouraged. Loved ones can help by lending a hand or asking caregivers for help. Prevent falls by getting up slowly. Before rising, sit on the edge of your bed for a few minutes.

## Pain management

A nurse will ask you to rate your pain on a scale of 0 to 10. 0 means “no pain” 10 means “worst pain possible.” See chart.

After receiving treatment to manage pain (medication or other), you will be asked to rate your pain using the same scale. Reporting your pain as a number will help our team know how well the treatment is working and also helps your physician know whether a change in treatment is needed.

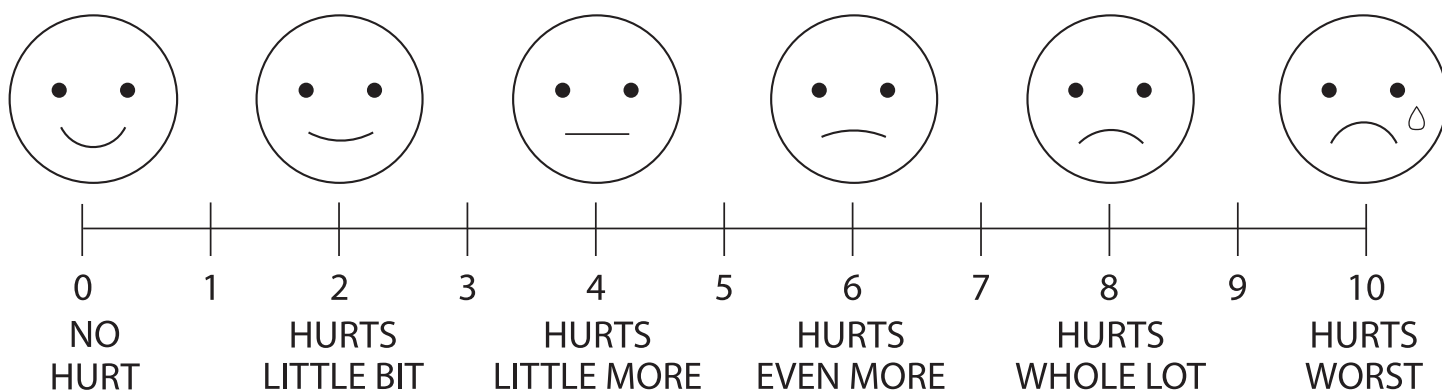
You may be asked to set a goal for pain control. An example might be, “I will have no pain greater than three on the pain scale.”

Call your nurse if:

- your discomfort does not decrease
- you are overly sleepy
- you are short of breath
- you are itching or feel sick to your stomach

## CPAP

If you use a CPAP mask for sleep apnea, please bring the mask only. We will provide the rest.



## Understanding your medications during your stay

While you're in the hospital, your medicines may change. Learning about the new ones your doctor has prescribed for you is very important to your recovery.

During your first day in the hospital, we ask you about medicines you take at home. Please provide a complete list of your medications, including over-the-counter medications, vitamins or supplements. List any past allergies or adverse reactions you had to medications, foods or supplements.

Notepads and pens are available upon request so you can write down questions for the physician or nurse. Ask your healthcare team the following questions about your medications.

- What is the name of the medicine and why am I taking it?
- When and how do I take it and for how long?
- Are there foods, drinks or activities I should avoid while taking it?
- Are there side effects? What should I do if I experience them?
- Will this new medicine work safely with other medicines I already take?
- Always ask about any medicine you don't recognize before you take it.

## Preparing to leave the hospital

Understand your discharge process

All of the providers involved in your care must approve your discharge before you are able to leave. Please understand this process ensures you are fully ready to go home and is for your health and safety.

As you prepare to leave the hospital, your nurse will give you a discharge summary. It will list your medicines and your after-hospital plan of care, including when you should schedule a follow-up appointment with your primary care provider and any specialists. Please discuss any questions you or your family may have with the nurse during the review. Make sure you know the phone number to call if you have questions after you leave the hospital.

## Understanding your medications when you are at home

The more you know and understand about the medicines you take, the easier it will be to take them correctly, setting you on the path to recovery. If you have a family member or another person helping you with your medicines, we will provide them with information about your medications.

If you're not sure about when to take your medicines at home or which medications to take, ask your nurse to review them with you again. Take notes if that will help.

It's important to know exactly when to take your medicine for the first time at home. When you visit your primary care provider after your discharge, be sure to tell them about any changes in your medications.

## Family Pharmacy

- **Medical Plaza B, first floor**  
**(606) 324-0092**
- **7 a.m. - 8 p.m. Weekdays**  
**9 a.m. - 5:30 p.m. Saturdays & Sundays**  
**Closed on holidays**

King's Daughters Family Pharmacy offers a convenient way to get your prescriptions filled. Our Family Pharmacy can fill your discharge prescriptions for you before you leave. We'll deliver the prescriptions directly to your room



or you may have a friend/family member pick them up. Just let your nurse know that you want to have your discharge prescriptions filled by the Family Pharmacy.

## Social Work

Our Social Work team helps make arrangements for care when you leave the hospital. Your social worker will work with you and your family to identify care needs after discharge. **Please call (606) 408-1358 for more information.**

Services include:

- Referral to skilled nursing facilities, rehabilitation or assisted living facilities if you require continued daily nursing or therapy
- Referral to home health for nursing, physical or occupational therapy, etc. If you qualify for home health services, a social worker will provide you with a list of available agencies in your area. If you would prefer King's Daughters Home Health, please let your social worker know.
- Arranging for home medical equipment (wheelchairs, walkers, oxygen, etc.) to aid in recovery. If you require items such as these, a social worker can discuss provider options in your area.
- Referral to community agencies such as Meals on Wheels and Lifeline, and/or those that provide medication assistance, transportation, adult day care, etc.
- Supportive counseling for you and your family to address any questions or concerns that arise regarding your care after a hospital stay.

For a complete list of home health agencies and home medical equipment companies, please ask your nurse to contact the social worker on your unit.

## Billing/Insurance Q&A

If I have insurance, when will I receive a bill?

King's Daughters will bill your insurance company. After your insurance company sends payment, we will send you a bill with the balance due. You are responsible for any deductible, co-pay or payment for non-covered services. Payment in full is requested. If there is a delay in your insurance company paying your claim, we will mail you a billing statement so you may follow up with your insurance carrier.

What are your payment guidelines?

If you are unable to pay your bill in full, payment arrangements can be made by calling 1-855-253-5426. Arrangements are made on an individual and confidential basis.

What if I do not have health insurance?

Our business partners at Elevate will contact you during your stay, if your treatment schedule allows for it, or connect with you by phone once you are discharged. Their role is to help determine if you are eligible for help with your medical expenses through any one of several programs operated by the state. If you are not eligible for help from the state, you be put in contact with one of our financial navigators.

Does King's Daughters offer financial assistance?

King's Daughters provides financial assistance for qualifying patients, both insured and uninsured. You may request to speak with a financial navigator during your stay, you may complete the Financial Assistance Application available at [KingsDaughtersHealth.com](http://KingsDaughtersHealth.com) after discharge, or you may request that an application be faxed, mailed or emailed to you.

You can connect with our financial navigators by calling (606) 408-4118 or by visiting our office located in Main Patient Registration, across from the Gift Shop.

### Will I receive more than one bill for services at King’s Daughters?

You will receive a statement from King’s Daughters for any deductible, co-insurance, co-payment or non-covered amounts your insurance determines is your responsibility. In addition to your King’s Daughters statement, you may receive separate billing statements from physicians and others involved in your care who are not directly employed by King’s Daughters. These may include, but are not limited to, Emergency Department physicians, pathologists, independent surgeons and other specialists involved in your healthcare not directly employed by King’s Daughters.

### Can I get a copy of my bill?

You may call us at 1-855-253-5426 to request a copy of your itemized bill. Someone is available to take your call 8 a.m. to 5 p.m. Monday-Friday. A copy of your itemized bill will be mailed to you. You may also pick up a copy from our Cashier’s Office, which is located in Main Patient Registration across the hall from the Gift Shop. This office is open 8:30 a.m. to 4:30 p.m. Monday-Friday (closed holidays). Please bring photo ID for release of your records.

## Family Members

### Overnight accommodations

Our hospitality rooms, located inside the Medical Center, may be available to adult family members (18 years of age or older) or caregivers of:

- Critically ill patients receiving care at King’s Daughters, or
- Qualifying outpatients receiving extended therapeutic care at King’s Daughters, including those receiving outpatient cancer care.

The hospitality room can accommodate two adults and includes a single bed, a roll-away bed and a private bathroom. Ask the patient representative for more information.

### Parking, valet and shuttle services

Wherever you’re headed on campus, there is a garage or parking lot located near by. Free valet parking is available at the 24th Street Garage and Parkview Patient Towers from 7 a.m. to 5:30 p.m. weekdays.

- A courtesy shuttle is offered to all entrances 24/7. You can reach the service at (606) 408-0459. Walking security escorts to your car also are available 24/7 by calling (606) 408-4487.

## STAY CONNECTED to Your Medical Care

MyChart is now MyKD Health! If you currently have a MyChart account, all of your information will stay the same. To access your account, visit [bit.ly/mykdhealth](http://bit.ly/mykdhealth) and enter the username and password that you have established with MyChart. MyKD Health is a great way to stay connected to your medical care.



**If you’ve not already signed up for MyKD Health, call our Care 24/7 hotline at (606) 408-8999.**

## Gifts of Gratitude

Caring for patients is the honor and purpose of every caregiver at King's Daughters. Through their dedication and skill, they are touching people's lives, in immeasurable ways, every day. Perhaps a kind word or prayer brought comfort to you during your stay. Or you received personalized attention from a nurse or compassionate care from a physician. We often find that patients and families ask: "How can I say 'thank you' to the people who made a difference while I was in the hospital?" For that reason, the King's Daughters Health Foundation has established the Gifts of Gratitude program, which allows individuals to express their gratitude, through both their stories and donations, for the exemplary care they or their loved one received at King's Daughters.

But, equally as important, your recognition of the outstanding care and concern you received while with us will be shared with those who you've honored. Your name will be kept confidential unless you specifically ask us to share your name. Your kind words and thoughtfulness will lift spirits and support our caregivers in their day-to-day work.

For more information, please visit [www.kdhealthfoundation.com](http://www.kdhealthfoundation.com) or contact:

**Laura Patrick**

**King's Daughters Health Foundation**

**[Laura.patrick@kdmc.kdhs.us](mailto:Laura.patrick@kdmc.kdhs.us)**

**(606) 408-9332**



## DINING & OTHER CONVENIENCES

### **Parkview Café**

**Menu line: (606) 408-1420**

#### **Weekdays**

Breakfast: 7 - 9:30 a.m.

Lunch: 10:45 a.m. - 2 p.m.

Dinner: 2 - 7 p.m.

Grab-n-go: 7 a.m. - 7 p.m. and 10 p.m. - 1 a.m.

Midnight: 10 p.m. - 1 a.m.

#### **Saturday and Sunday**

Breakfast: 7 - 9:30 a.m.

Lunch: 10:45 a.m. - 2 p.m.

Dinner: closed

Grab-n-go: 7 a.m. - 2 p.m.; and 10 p.m. - 1 a.m.

Midnight: 10 p.m. - 1 a.m.

### **Wendy's - (606) 325-3533**

Medical Plaza A, first floor

Open daily 10 a.m. - 10 p.m.

### **Sweet Caroline's Café - (606) 408-7467**

Medical Plaza A, first floor

Weekdays: 6:30 a.m. - 11 p.m.

Closed weekends

### **Gift Shop - (606) 408-0973**

Weekdays: 8 a.m. - 7:30 p.m.

Saturday: 11 a.m. - 3:30 p.m., Sunday: 1-5 p.m.

### **Family Pharmacy - (606) 324-0092**

Medical Plaza B, first floor

Weekdays: 7 a.m. - 8 p.m.

Saturdays & Sundays: 9 a.m. - 5:30 p.m.

### **City National Bank - (606) 467-6100**

Medical Plaza A, first floor

ATM is available outside of Parkside Café

Weekdays: 8:30 a.m. - 5 p.m.

### **Identity Salon & Spa - (606) 408-6623**

Medical Plaza A, first floor

### **Pastoral Care Chaplain - (606) 408-1745**

The chapel is located by our Lexington Avenue entrance.

## PATIENT RIGHTS

As a King's Daughters patient, you have certain rights. Those rights include:

- 1. Respect and Dignity.** You have the right to be treated with dignity and respect. King's Daughters respects your cultural and personal values, beliefs and preferences as well as your right to religious and other spiritual services. We prohibit discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.
- 2. You have the right to choose to have a family member, friend, or other individual present with you for emotional support during the course of your stay** (as long as this person's presence does not infringe on others' rights, safety, or is medically or therapeutically contraindicated). This person may also be your surrogate-decision maker or legally authorized representative. We will notify your family and physician of your admission to the hospital and will involve them in your care, treatment and services decisions to the extent permitted by you or your surrogate and applicable laws and regulations.
- 3. Personal Privacy.** To the extent possible, King's Daughters will make efforts to ensure you talk with your doctors, nurses, social workers, or other healthcare providers in private. Your personal information is shared only with those persons who need the information to perform their job.
- 4. Visitation.** You may designate and receive visitors including a spouse, a domestic partner, another family member, or a friend. You can withdraw or deny persons visitation at any time.
- 5. Abuse, Neglect and Exploitation, including Verbal, Mental, and Physical abuse.** We report allegations, observations and suspected cases of neglect, exploitation, and abuse to appropriate authorities based on our evaluation of the suspected events or as required by law.
- 6. Protective Services.** If you need protective services (for example guardianship or advocacy services, conservatorship, or child or adult protective services) King's Daughters provides resources to help your family and the court(s) to determine your need for such services.
- 7. Pain management.** Your pain will be assessed throughout your stay. You, your family, your physician and your treatment team will develop an individualized, appropriate plan to manage your pain.
- 8. Decision Making.** You have the right to be involved in decisions about your care, treatment and services, including, in accordance with applicable laws and regulations, the right to refuse care, treatment and services. When you are unable to make decisions about your care, treatment, and services, we will involve a surrogate-decision maker in making these decisions. Your surrogate-decision maker, in accordance with applicable laws and regulations, can refuse care, treatment, and services on your behalf. You have the right to know the names of the individuals responsible for your care, treatment and services.
- 9. Informed Consent.** You have the right to informed consent about your proposed care, treatment, and services, including any potential risks, benefits, and side effects, the likelihood of achieving your goals, any potential problems that might arise during recuperation, reasonable alternatives and risks related to not receiving care, treatment and services. You (or your surrogate decision maker) may give or withhold informed consent.
- 10. Effective Communication.** You should receive information in a manner that is tailored to your age, language, and ability to

understand. We have interpreter/translation services available as well as resources for patients who have vision, speech, hearing and/or cognitive impairments.

- 11. Protected Health Information.** We protect your protected health information contained in accordance with applicable laws and regulations. You may access, request amendment(s) to, and obtain information about disclosures of your health information in accordance with applicable laws and regulations. If we use your recordings, films, or other images for purposes other than for your identification, diagnosis, or treatment (for example for performance improvement or education), we will honor your right to give or withhold consent and will obtain your consent (if you are able to give consent) prior to using this information.
- 12. Advance Directives/End of Life Treatment/Organ Donation.** During your stay, King's Daughters will ask if you have advance directives in place. You may formulate, review, and revise your advance directives. We will honor advance directives in accordance with applicable laws and regulations to the extent we are able to do so. When appropriate and/or requested you will receive information about care, treatment, and services received at the end of life. This includes information about advance directives, forgoing or withdrawing life-sustaining treatment and withholding resuscitative services. We will document your wishes regarding organ donation when you make those wishes known to us and will honor those wishes in accordance with applicable laws and regulations.
- 13. Research, Investigations, and Clinical Trials.** Prior to participating in research, investigations, or clinical trials we will provide you with information in order for you to determine whether you want to participate in such activities. Refusing to participate or discontinuing participation in research, investigations, or clinical trials will not affect your access to care, treatment, or services unrelated to the research.
- 14. Grievance Process.** You and your family have the right to have your complaints reviewed through our complaint resolution processes.

## PATIENT RESPONSIBILITIES

As a King's Daughters patient, you have certain responsibilities. Those responsibilities include:

- 1. Providing Information.** You are responsible for providing information to your treatment team that facilitates your care, treatment and services including whether you think you are at risk and/or your health has changed, information about advanced directives (living will and/or health care durable power of attorney for healthcare) and who will speak for you if you are unable to speak for yourself.
- 2. Accepting Responsibility.** You are responsible for following the treatment plan that is developed by you and your treatment team including following recommendations in your treatment plan regarding exercise, tobacco use and eating a healthy diet.
- 3. Asking Questions.** You are responsible for asking questions about anything you do not understand including expectations of you, and potential risks, benefits, and side effects of your treatment. You are responsible asking questions or acknowledging when you do not understand your treatment course or care decisions.
- 4. Displaying Consideration and Respect.** You are expected to be respectful at all times to other patients and visitors. You are further

expected to support mutual consideration and respect by maintaining civil language and conduct in interactions with staff and licensed independent practitioners.

- 5. Following Instructions, Rules, and Regulations.** You are responsible for following instructions, policies, rules, and regulations in place in order to support quality care and a safe environment for all individuals in the hospital.
- 6. Meeting Financial Commitments.** You are responsible for making a good faith effort to pay your medical bills in a timely fashion. For assistance, please call (606) 408-4118.

If your concerns are not resolved at King's Daughters, you are encouraged to contact the Joint Commission. You may contact the Joint Commission's Office of Quality and Patient Safety to report any concerns or register complaints by phone at 1-800-994-6610 or by email at [patientsafetyreport@jointcommission.org](mailto:patientsafetyreport@jointcommission.org).

If you or anyone else wishes to file a written or verbal complaint about the quality of care provided by King's Daughters, you may do so by contacting:

**The Kentucky Cabinet for Health Services**  
**Office of Inspector General**  
**275 E. Main Street, 5E-A**  
**Frankfort, KY 40621**  
**Telephone: (502) 654-5497**  
**Fax: (502) 564-6546**

## ACCESSIBILITY TO HEALTHCARE FOR INDIVIDUALS WITH DISABILITIES *(Including alcohol and drug addiction)*

- I.** KDMC is a place of public accommodation and is therefore subject to the requirements of Title III of the Americans with Disabilities Act ("ADA"). Under Title III of the ADA, no individual shall be discriminated against on the basis of a disability in the full and equal enjoyment of the goods, services, privileges, advantages, or accommodations of a place of public accommodation. Discrimination includes the imposition or application of eligibility criteria that screen out or tend to screen out an individual with a disability from fully and equally enjoying goods, services, facilities, privileges, advantages, and accommodations. Under Title III, the definition of disability includes individuals who currently have or have a history of: alcoholism or drug addiction (substance use disorder), which includes opioid use disorder ("OUD") and individuals taking any medication for opioid use disorder ("MOUD"). MOUD includes buprenorphine (including, for example, Suboxone and Subutex), methadone, and naltrexone.
- II.** No KDMC Team Member shall discriminate against an individual regarding such individual's access to healthcare services on the basis of that individual's disability, including drug or alcohol addiction, or a history of alcohol or drug addiction, if the individual is otherwise entitled to such services. Such persons are individuals with a disability and are covered by the ADA's protections.

However, a drug rehabilitation or treatment program may deny participation to individuals who engage in illegal use of drugs while they are in the program. Current illegal use of drugs means illegal use of drugs that occurred recently enough to justify a reasonable belief that a person's drug use is current or that continuing use is a real and ongoing problem.

Drug means a controlled substance, as defined in schedules I through V of section 202 of the Controlled Substances Act (21 U.S.C. 812). Illegal use of drugs means the use of one or more drugs, the possession or distribution of which is unlawful under the Controlled Substances Act (21 U.S.C. 812). The term "illegal use of drugs" does not include the use of a drug taken under supervision by a licensed health care professional, or other uses authorized by the Controlled Substances Act or other provisions of Federal law.

- III.** This Policy shall apply to all departments and providers of KDMC and its affiliates KDIP, KDOH, and Kingsbrook.

### **PROCEDURE:**

- 1. Introduction.** Discrimination against individuals with a disability is prohibited across a range of situations and scenarios, including in such areas as employment, access to healthcare services, education, and transportation. Title III of the Americans with Disabilities Act prohibits discrimination on the basis of disability in the activities of places of public accommodations. Places of public accommodation under the ADA include twelve categories, including hospitals and health care offices. KDMC cannot deny access to healthcare services to disabled individuals, including those with Substance Use Disorder (SUD) and Opioid Use Disorder (OUD).

- 2. Definitions.**

**2.1 Disability.** A physical or mental impairment that substantially limits one or more of the major life activities of an individual.

**2.2 Physical or mental impairment.** Physical or mental impairment includes, but is not limited to, contagious and noncontagious diseases and conditions such as the following: orthopedic, visual, speech and hearing impairments, cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, intellectual disability, emotional illness, major depressive disorder, obsessive compulsive disorder, dyslexia and other specific learning disabilities, ADHD, HIV (whether symptomatic or asymptomatic), tuberculosis, drug addiction, and alcoholism.

**2.3 Disabled.** A person who has a disability; a history of a disability; or a person who is regarded as having an actual or perceived physical or mental impairment, whether the person has the impairment or not.

This definition includes a person who currently has or has a history of drug or alcohol addiction, including an OUD, or a person who is currently or has a history of taking an MOUD, including buprenorphine, methadone, and naltrexone. Persons who have a history of drug charges or convictions can also be "regarded as having" an impairment and are also protected under the ADA.

**2.4 Access to Services.** The non-discrimination principles of Title III include, among other things, equal opportunity to participate; equal opportunity to benefit; and receipt of benefits in the most integrated setting appropriate.

**2.5 Reasonable Modifications.** Title III requires reasonable modifications to policies, practices, and procedures, when the modifications are necessary to afford goods, services, facilities, privileges, advantages or accommodations to individuals with disabilities, unless the modification would cause a fundamental alteration of the nature of the goods, services, facilities, privileges, advantages or accommodations.

- 3. Addictions.** Persons who are addicted to or have a history of addiction to alcohol or drugs are generally considered disabled under Title III of the ADA regarding the provision of healthcare services.

ODD and other addictions are considered a disability when they substantially limit one or more major life activities. ODD limits the operation of major bodily functions, such as neurological and brain functions. Healthcare services may not be denied merely because a person has a history of drug addiction or alcoholism.

- 4. Disabled Persons Seeking Care.** No person shall be denied access to KDMC treatment or programs on the basis of that individual's past or current alcohol or drug use, if the individual is otherwise entitled to such services. Likewise, KDMC shall not deny healthcare services to individuals on the basis that the individual has a history of alcohol or drug addiction, an ODD, or because the individual currently has, or in the past has had, a prescription for a MOUD.
- 5. Safety Requirements.** Where necessary for safe operation, KDMC may impose legitimate safety requirements. A person may be denied public accommodation and services if the person poses a direct threat to the health or safety of others. However, denying such services must be based on an individualized assessment by the provider, based on reasonable judgment that relies on current medical knowledge or the best available objective criteria, to ascertain the nature, duration, and severity of the risk, the possibility that injury will actually occur, and whether reasonable modifications of policies and procedures could mitigate the risk. Safety requirements must be based on actual risk and not mere speculation, stereotypes, or generalizations about individuals with drug addictions or other behavioral disabilities.
- 6. Modifications.** Modification of policies, practices, or procedures must be considered when necessary to afford goods, services, facilities, privileges, and advantages, or accommodations to individuals with disabilities, unless the entity can demonstrate that making the accommodation and modifications would fundamentally alter the nature of the goods, services, facilities, privileges or advantages, or accommodations.
- 7. Guidance and follow-up.** To ensure that all patients are served and referral decisions are compliant with the ADA, if a Team Member has a question as to whether failure to process a referral will result in a violation of this policy, the Team Member should contact their supervisor and/or corporate compliance to seek guidance. Upon clarification from the supervisor or corporate compliance, the Team Member should ensure the referral is processed or appropriately declined for non-discriminatory reasons with proper notifications to the patient and/or referring health care provider.
- 8. No Retaliation.** No individuals who exercise their rights under the ADA, or assist others in exercising their rights under the ADA, shall be subjected to retaliation or any form or reprisal for exercising such rights or assisting in the exercise of such rights.
- 9. Previous Policies.** This policy shall replace and nullify any previous KDMC policies limiting the eligibility for KDMC programs, activities, and access to healthcare of individuals with drug or alcohol addictions, or individuals with a history of drug or alcohol addiction, including current or previous prescriptions for MOUDs.
- 10. Provider Discretion Based on Objective Evidence.** Blanket policies regarding "screening out" or not providing healthcare to individuals with certain disabilities are not allowed. However, nothing under the ADA compels a healthcare provider to treat an individual who requires care beyond the provider's ability or expertise, based upon the provider's assessment of the patient's individual circumstances and needs. A provider who reasonably believes that a disabled individual requires treatment beyond the provider's experience, knowledge or prerequisites necessary to address the individual's medical condition may refer that individual to another

provider if that provider would likewise refer an individual without a disability in the same fashion. However, the provider's decision must be based on medical or other objective, scientific evidence available to the provider and his/her profession, and not simply on the provider's subjective belief that a risk of harm exists or that the disability cannot be accommodated through reasonable modifications to policies, practices, or procedures.

- 11. Reporting violations.** Team Members who believe access to healthcare at KDMC or its affiliates has been denied on the basis of a disability in violation of Title III shall report the occurrence to corporate compliance by email at [corporatecompliance@kdmc.kdhs.us](mailto:corporatecompliance@kdmc.kdhs.us) or by phone at: Confidential/Anonymous Hotline (606) 408-4145 or Compliance Officer at (606) 408-0161.

## **AIDS INFORMATION**

The Kentucky Legislature requires that hospitals provide patients with information about acquired immunodeficiency syndrome. The disease, commonly referred to as AIDS, is caused by the human immunodeficiency virus (HIV), and can destroy the body's ability to fight other diseases that invade your body. These diseases can kill you. There presently is no cure for AIDS.

A brochure about AIDS that details methods of transmission and prevention is available on request. In addition, you can get helpful, confidential information from the National AIDS hotline, 1-800-342-AIDS (2487). It's open 24 hours a day. The Spanish hotline is 1-800-344-SIDA (7432). The hotline number for the hearing impaired is 1-800-AIDS-TTY (243-7889).

## **PATIENT SELF-DETERMINATION**

In 1994, the Kentucky General Assembly enacted legislation that allows patients age 18 or older to write directions for their physician and the hospital to follow regarding healthcare decisions in the event they become unable to make or communicate these decisions. Patients also may name another person to make healthcare decisions in the event they become unable to make decisions. Prior to hospitalization or procedures, patients are encouraged to discuss advance directives with family members and the attending physician. Patients and their family members also may desire to consult an attorney.

If you have any questions or concerns regarding advance directives, please contact the social worker on your floor or call the operator to connect you to the King's Daughters Social Work Department. They can provide information about living wills, durable power of attorney for healthcare and guardianship as a healthcare surrogate.

## **ETHICS COMMITTEE**

KDMC's Ethics Committee responds to requests for help in resolving conflicts and concerns in patient care. The committee can be contacted when conflicting opinions develop between the patient, the patient's family and the physician. The committee, made up of medical and community members, will issue a recommendation for consideration; however, such recommendations are not legally binding. For more information, please call Risk Management at KDMC ext. 80180, or (606) 408-0180 from an outside line.

# Bath Avenue

## FIRST FLOOR LEGEND

-  Valet
-  Shuttle Service
-  Entrance/Exit
-  Elevators
-  Eateries
-  Gift Shop
-  Banking Services
-  Information Desks
-  Public Restrooms
-  Stairs

Parkview Entrance 2

Parkview Entrance 1

Central Park

22<sup>nd</sup> Street

23<sup>rd</sup> Street



Lexington Entrance

Elevator to skywalk

# TV services

Basic cable TV channels are available in your room.

3	Local Channel Guide	75	HALLMARK CHANNEL	115	FOX SPORTS 2	157	BET SOUL
4	Spectrum News	76	NATIONAL GEO	116	MOTORTREND	158	PAC-12 NETWORK
6	WCHS ABC	77	ANIMAL PLANET	117	TCM	159	BYU TV
7	WCHS 2 Antenna TV	78	SCIENCE	118	HSN	160	FX MOVIE CHANNEL
8	WOWK CBS	79	AHC	119	EWTN	161	IMPACT NETWORK
10	WVAH FOX	80	HGTV	120	SHOP HQ	162	Magnolia Network
11	WVAH2 Stadium TV	81	FOOD NETWORK	121	QVC	163	MTVU
12	WSAZ NBC	82	TRAVEL CHANNEL	122	CNN EN ESPANOL	164	NEWSMAX TV
14	WQCW CW	83	TLC	123	FXX	165	BIG TEN / BTN
16	WKAS PBS	84	BRAVO	124	MTV2	166	ACC NETWORK
17	WKAS2 PBS Encore	85	E!	125	MTV CLASSIC ROCK	174	SPORTS PASS GUIDE
36	WLPX ION	86	LIFETIME	126	UP	175	BEIN SPORTS
37	WSAZ2 MyTV/MeTV	87	OWN	127	NATIONAL GEO WILD	177	CBS SPORTS NET
41	TELEMUNDO	88	BET	128	SMITHSONIAN CHANNEL	187	ESPN DEPORTES
42	UNIMAS	89	OVATION TV	129	VICELAND	189	ESPN NEWS
43	UNIVISION	90	CNN	130	FYI	190	ESPNU
44	WTSF Daystar	91	FOX NEWS	131	DESTAMERICA	191	FOX DEPORTES
45	TBN	92	MSNBC	132	INVESTIGATION DIS	196	GOLF CHANNEL
51	BALLY Sports Ohio	93	HLN	133	ACCU WEATHER	197	MLB NETWORK
52	Bally Sports Ohio Plus	94	CNBC	134	COOKING CHANNEL	198	MLB STRIKE ZONE
53	Bally Sports Great Lakes	95	FOX BUSINESS NETWORK	135	OXYGEN	199	NBA TV
57	DELUXE GUIDE 1	96	BLOOMBERG	136	WE TV	200	NFL NETWORK
58	USA Network	97	WEATHER CHANNEL	137	POP	201	NFL REDZONE
59	AE	98	C-SPAN	138	GAME SHOW NET	202	NHL NETWORK
60	TNT	99	DISNEY CHANNEL	139	LOGO	203	THE OLYMPIC CHANNEL
60	TNT	100	BOOMERANG	140	DISCOVERY LIFE	204	OUTDOOR CHANNEL
61	TBS	101	DISNEY JR	141	BET HER	205	PAC-12 ARIZONA
62	AMC	102	UNIVERSAL KIDS	142	TV ONE	206	PAC-12 BAY AREA
63	DISCOVERY	103	NICK JR	143	BBC WORLD NEWS	207	PAC-12 LOS ANGELES
64	HISTORY	104	NICKELODEON	144	NICKTOONS	208	PAC-12 MOUNTAIN
65	FX	105	CARTOON NETWORK	145	TEENNICK	209	PAC-12 OREGON
66	BBC AMERICA	106	DISCOVERY FAMILY	146	DISNEY XD	210	PAC-12 WASHINGTON
67	SYFY	107	CMT	147	MTV LIVE	211	SEC ALTERNATE
68	TRU TV	108	GAC Family	148	REVOLT	212	TENNIS CHANNEL
69	COMEDY CENTRAL	109	ESPN	149	FUSE	213	TVG
70	PARAMOUNT	110	ESPN2	150	INSP	214	TUDN
71	VH1	111	DELUXE GUIDE 2	151	SUNDANCETV	215	WILLOW CRICKET
72	MTV	112	Thurs Night Football	154	LMN		
73	TV LAND	113	SEC NETWORK	155	IFC		
74	FREEFORM	114	FOX SPORTS 1	156	HALLMARK MOV & MYS		

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**KingsDaughtersHealth.com**

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**King's  
Daughters**