

INFORMATION GUIDE FOR PATIENTS AND FAMILIES

At Kaleida Health hospitals and outpatient centers, we believe patients and families are partners in healthcare. This Information Guide for Patients and Families, along with the Patients' Bill of Rights, provides a guideline to support your participation in your health care.

We count on you to participate in your care in the following ways:

- To the best of your knowledge, provide accurate and complete information about your health, including your symptoms, past illnesses, hospitalizations, medications, immunizations, and travel.
- Tell your health care team about any advance directives you have (health care proxy, living will, power of attorney) and provide copies of them.
- Provide accurate health insurance information and promptly pay balances not covered by insurance.
- Keep your appointments and notify the hospital or outpatient center in advance when you are not able to do so.
- Ask questions when you do not understand information given to you by your health care team, and answer any questions they ask as best you can.
- Follow your treatment plan, including taking your medications as prescribed. Accept the consequences if you do not follow your treatment plan.
- Treat other patients, visitors and staff with respect and consideration.
- Be considerate of the rights of staff and other patients by assisting with the control of noise and the number of visitors to the hospital.
- Be respectful of the privacy of staff and other patients.
- Be respectful of the property of other persons and the hospital.
- Know that the following are not allowed in the hospitals and outpatient centers: alcoholic beverages, tobacco, street drugs, weapons, electronic cigarettes, and disrespectful, disruptive or violent behavior.

If you are unable to abide by these guidelines, staff will speak with you, your activities may be restricted, and there may be other consequences.

Additional Patient Rights

In addition to the rights in the Patients' Bill of Rights, as a patient of Kaleida Health, you have the following rights:

- (1) You and your representative have the right to prompt notification of patient choice, and prompt notification to your physician of your admission. Please ask your doctor if you would like us to provide notification.
- (2) You have the right to access your medical records as quickly as the record keeping system permits. If you **want to see** your medical record, ask your doctor and/or the director of medical records at Kaleida Health. New York State law guarantees you the opportunity to inspect your medical records within 10 days of your **written** request.
- (3) You have the right to be free from all forms of abuse or harassment.

- (4) Kaleida Health's philosophy and commitment to pain management for all patients involves a multidisciplinary plan of care approach, including input from you and/or, with your permission, your family. If you lack capacity, pain management will be discussed with your health care proxy. Acute, chronic or neuropathic pain will be assessed and reassessed and pain management interventions will be implemented to minimize, if not eliminate, the incidence and severity of pain. As a patient at Kaleida Health, you can expect that your reports of pain will be believed.
- (5) If you have a concern, problem or complaint related to any aspect of your hospital stay or outpatient visit, speak to any member of your health care team. If your concern is not resolved, please contact the patient advocates/ site grievance representatives for the hospitals and outpatient centers at the numbers below:

Buffalo General Medical Center/Gates Vascular Institute, and related outpatient centers
716-859-3515

DeGraff Memorial Hospital, Millard Fillmore Suburban Hospital, and related outpatient centers
716-568-3569

John R. Oishei Children's Hospital and related outpatient centers
716-323-1526

- (6) If you would like to file a complaint with the New York State Department of Health (DOH), please call the toll-free number at 1-800-804-5447 and someone will assist you.

You may also complete the Facility Complaint Form on the DOH website (<https://apps.health.ny.gov/surveyd8/facility-complaint-form>) and submit it electronically, or print it and mail to: New York State Department of Health, Centralized Hospital Intake Program, Mailstop: CA/DCS, Empire State Plaza, Albany, NY 12237.

If you would like to file a complaint with DNV GL Healthcare, the accrediting agency for Kaleida Health, please call 1-866-523-6842.

You may also mail your complaint to: DNV GL Healthcare, 400 Techne Center Drive, Suite 100, Millford, OH 45150.