

Patient Guide

*Your resource for care, comfort,
and support during your stay*





Your Information and Rights

At Daviess Community Hospital, we believe your privacy isn't just a policy—it's a promise. We are committed to protecting your personal health information and ensuring you understand your rights as a patient.

Our Notice of Privacy Practices outlines how your medical information may be used and disclosed, and how you can access this information. We encourage you to review it to understand how your rights are protected throughout your care journey with us.

How to Access the Notice of Privacy Practices:

- **Online:** Visit dchosp.org/privacy-policy
- **In Person:** Joint Notice of Privacy Practices posters are available in all DCH facilities
- **Printed Copy:** Request a paper copy at the hospital's Admitting Department

If you have any questions or concerns about your privacy, please contact our HIPAA Privacy Officer:

Christina Kielty

(812) 254-8865 or toll-free at (800) 340-5877

CKielty@dchosp.org

Your trust is important to us. Thank you for allowing us to care for you.

Patient Responsibilities

Please read this list of responsibilities. If you need help reading or understanding it, please ask a staff member to help you.

As a patient at Daviess Community Hospital you have the responsibility:

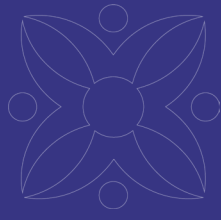
- To provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses and hospitalizations
- To tell your doctor or nurse whether you clearly understand your medical treatment and what is expected of you as a patient
- To assume the consequences of your actions if you refuse treatment or do not follow your doctor's instructions
- To assure that the financial obligations of your health care are fulfilled as promptly as possible
- To follow hospital rules and regulations relating to patient care and conduct
- To be considerate of the rights of other patients and hospital personnel in the control of noise, smoking, and the number of visitors, and to be respectful of the property of other persons and the hospital.

Community Benefit Report

Daviess Community Hospital submits each year to the Indiana State Department of Health an annual report of the community benefits plan of the hospital which includes a report of unreimbursed benefits it provides to the community, outreach educational programming and certain patient services for high-risk populations.

The annual report is public information and is available on the hospital's web site at www.dchosp.org or upon request from the Indiana State Department of Health by calling (317) 233-1325 or TDD (317) 233-5577.

Patient Bill of Rights



Please read this list of rights. If you need help reading it, or need help understanding it, please ask a staff member to help you.

As a patient of Daviess Community Hospital, you (or your representative when appropriate) have the following rights:

- To receive information from your doctor that you need to give informed consent before the start of any procedure or treatment, unless you are having life threatening problems
- To be told your rights before any care starts or stops
- To kind and respectful care
- To be told about your condition and treatment in understandable terms
- To help make decisions in your plan of care, and to request or refuse treatment
- To be completely informed if a transfer to another hospital becomes necessary
- To expect every consideration for your personal privacy
- To receive care in a safe place
- To expect that all of your records will be treated as private, and to get information from your records soon after you ask for them
- To be free from physical restraints, seclusion, or drugs that are not medically needed
- To expect timely assessment and treatment of physical pain and emotional or spiritual discomfort
- To get information as to the relationship of this hospital to other hospitals and schools
- To look at and get an explanation of your bill no matter who is paying it
- To be advised when the hospital asks you to start in, or do any experimental treatment or research program affecting your care
- To expect to receive discharge instructions, and to be told of any community resources before you leave Daviess Community Hospital
- To know which hospital rules and regulations you will need to follow
- To expect equal medical treatment no matter: how you will pay, your race, creed, nationality, age, gender, disability, veterans status, or sexual preference
- To report any concerns about Daviess Community Hospital without fear or reprisal
- To have concerns addressed in a timely manner
- To designate visitors, whether or not they are legally related.

Voicing Complaints

Complaints may be filed with any staff member or the Patient Experience Officer at (812) 254-2760, ext. 1114.

Grievances may be filed with the Indiana State Department of Health at 1-800-246-8909.

Medicare recipients may also lodge complaints through Health Care Excel by calling 1-800-288-1499.

Complaints may also be filed with the Joint Commission at 1-630-792-5636.



Interpreter Services

Everyone deserves to feel heard and understood.

At Daviess Community Hospital, we are committed to providing clear, respectful, and inclusive communication for all patients. Interpreter services are available upon request 24/7 at no personal cost to you to assist patients and families who prefer to communicate in a language other than English or who are deaf or hard of hearing.

To request interpreter services, simply speak with any DCH staff member and they will promptly assist you.

Your comfort and understanding are important to us. We're here to help ensure that language is never a barrier to the high-quality care you deserve.

Understanding Your Healthcare Costs

At Daviess Community Hospital, we believe in empowering our patients with clear and accessible information about healthcare costs. Our commitment to price transparency ensures you can make informed decisions about your care.

Patient Price Estimator

Our online **Patient Price Estimator** allows you to:

- **Estimate Out-of-Pocket Costs:** Get an approximate cost for over 300 common medical services, including gross charges, discounted cash prices, and insurance-specific negotiated rates.
- **Personalize Your Estimate:** Input your insurance details to receive a tailored estimate based on your coverage.

Please note: Estimates are based on the information provided and may vary depending on individual treatment plans and insurance benefits.

Standard Charge Lists

In compliance with federal regulations, we provide downloadable lists to help you understand our pricing structure:

- **Standard Charges (Chargemaster Pricing):** A comprehensive list of set prices for all services before insurance adjustments.
- **Average Charges by Patient Group:** Pricing categorized by types of patient groups, known as Medicare Severity Diagnosis Related Groups (MS-DRGs).
- **Shoppable Services Pricing:** Detailed pricing for the most common 300 medical services, including negotiated rates with insurers.
- **Unavailable Shoppable Services:** A list of services not available for price estimation

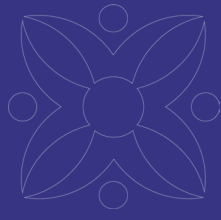
These resources are designed to offer transparency and assist you in comparing prices across healthcare providers.

Need Assistance?

Our Pricing Experts is here to help you navigate your healthcare costs. For personalized assistance:

- **Call:** (812) 254-9324
- **Visit:** www.dchosp.org/price-transparency

Advanced Directives



Planning ahead for your healthcare is one of the most important steps you can take to ensure your wishes are honored—even if you are unable to speak for yourself.

Advance directives are legal documents that allow you to share your preferences for medical care in case you become seriously ill, unconscious, or otherwise unable to communicate.

These documents are used only if you are no longer able to make or express decisions about your own care.

Types of Advance Directives

Living Will

A living will outlines your choices about life-sustaining treatments. This may include whether you wish to receive:

- Cardiopulmonary resuscitation (CPR) if your heart stops
- Mechanical ventilation if you cannot breathe on your own
- Artificial nutrition or hydration through feeding tubes or IVs if you're unable to eat or drink

This document gives your care team clear instructions about the kinds of medical interventions you do—or do not—want.

Durable Power of Attorney for Healthcare

This document allows you to name a trusted person to act as your healthcare representative. That individual can make medical decisions on your behalf if you are unable to do so. This includes decisions about:

- Emergency treatments
- Surgery or medications
- Blood transfusions or dialysis
- Other healthcare options based on your preferences

Be sure to discuss your wishes thoroughly with the person you choose and confirm they are comfortable taking on this responsibility.

Durable Power of Attorney for Finances

You may also name someone to help manage your financial affairs if you become unable to do so. This is a separate document from the one for healthcare decisions, though you can choose the same person for both roles.

Keeping Your Documents Up to Date

- You do not need a lawyer to complete advance directives.
- Provide a copy of your advance directives to the hospital each time you are admitted to ensure your current wishes are on file.
- If you need assistance completing your forms or would like to request copies, simply ask your nurse to contact the house supervisor.

Questions?

Laws and requirements for advance directives may vary by state. If you have questions, speak with any of our DCH staff members. We're here to help.



Daviness Community Hospital

An Affiliate of Ascension St. Vincent

1314 East Walnut, Washington, IN 47501

dchosp.org • (812) 254-2760