

Patient Rights

As a patient of Eustasis, you have the right to:

1. Be treated with dignity, compassion, and respect
2. Receive care which is free of discrimination on the basis of age, sex, race, faith, religion, marital status, national origin, disability, genetic information, color, gender identity, sexual orientation, public assistance status or criminal record, or any other protected class.
3. Identify to Eustasis team the pronouns preferred to be called and used in my chart
4. Eustasis will respect your cultural and spiritual beliefs and your personal values as long as those practices do not harm others or interfere with treatment.
5. Ensure safeguards are used for privacy while obtaining care. Eustasis must assure the privacy and security of your records and can share information about you only with your permission, when medically necessary, or as otherwise permitted by law.
6. Have access to your own health records in accordance with HIPAA policy.
7. Be given the names of the providers involved in your care and the names and titles of other healthcare persons who assist you.
8. Be given straightforward information about your diagnosis, prognosis, and recommended treatment for informed consent including risks and benefits. If your health condition does not permit this, Eustasis will share with your appropriate family member or legal representative.
9. Continuity of care within the laws and policies that apply to the clinic and within resources available.
10. Get skilled and timely care with the right to come as a walk-in during walk-in hours for urgent and necessary treatment.
11. Expect prompt and appropriate treatment in emergency situations, including transfer to another healthcare facility when medically necessary.
12. Ways to communicate with us outside clinic hours and when to go to the ER.
13. Be free from involuntary treatment unless emergency intervention criteria is met necessary for patient protection in accordance with MO or AR state laws.
14. Refuse a medication, treatment, or procedure and informed of possible outcomes from refusal.
15. Tell us your complaints by talking to us or writing us and get a response from Eustasis.
16. Have an Advanced Care Plan that's followed by your care team.
17. Choose whether to participate in any investigative procedure or medical care research program.
18. Get a consult with the medical director or change your practitioner if circumstances are warranted.
19. Receive an itemized bill upon request and the chance to discuss this during business hours.
20. Get information about relationships Eustasis or your provider has with other health care professionals or facilities as far as your care is concerned.

Patient Responsibilities

As a patient of Eustasis Psychiatric & Addiction Health, you have the responsibility to:

1. Give Eustasis truthful and complete information about your current health complaint, past medical history, and other information about your health. Agree to provide continuity of care and record sharing if requested for your safety.
2. Tell us whether you understand your diagnosis, treatment plan, medicines, and what's expected of you. Ask questions when you don't understand.
3. Follow the treatment plan set by your healthcare team and participate in your care.
4. Schedule and keep your appointments and let us know when you can't keep an appointment.
5. Assume the risk if you choose not to follow your treatment plan or the advice of your healthcare team.
6. Follow Eustasis procedures for preventing or stopping the spread of infections, such as answering screening questions, wearing a mask, or social distancing.
7. Pay the fees for your care as agreed with Eustasis at time of service.
8. Follow Eustasis policies and procedures.
9. Understand Eustasis has a team model of care for psychiatric appointments.
10. Treat other patients and staff of Eustasis respectfully, avoiding vulgar language, racially or sexually inappropriate comments or behavior, and refrain from violence.
11. Always show respect to the property and facilities of Eustasis.
12. Avoid smoking or vaping devices at all times on all Eustasis campuses and parking lots in accordance with Eustasis Clean Air Initiative.
13. Alert my health care team promptly if feeling suicidal or homicidal or am unable to care for self
14. Contact my health care providers and Eustasis staff through HIPAA compliant platforms given to me only, respecting their boundaries and avoid contacting them through social media, private contact information, or personal methods.
15. Arrange appropriate transportation and support at home after procedures requiring sedation or anesthesia or as indicated on your discharge instructions.
16. Understand my providers are mandated reporters and have a duty to report information that may compromise safety of those involved
17. Agree not to audio/video record, or take photos at Eustasis clinics for privacy reasons.

Reporting Concerns

Eustasis wants to resolve your concerns promptly! We strongly encourage you to reach to us directly so that we can best serve you and others. Going to social media platforms does not respect your privacy and therefore we cannot address concerns in this way. If you feel we have not respected your rights or not followed the expectations of this notice, please contact your EUSTASIS clinic and speak with a manager or charge nurse so we can address your concerns.

You can also report concerns or complaints to Eustasis by one of the following methods:

1. Complete our feedback form.
2. Send by mail to the attention of Eustasis Corporate Compliance: 3600 S National Ave Springfield MO, 65807
3. Send an email to compliance@eustasis.com
4. Call us at 417-322-6622 ext 200.

Complaints can also be filed with:
Missouri Department of Health and Senior Services,
Bureau of Health Services Regulation
PO Box 570
Jefferson City, MO 65102
complaint@health.mo.gov
You can also reach the Office of Civil Rights at [\(800\) 368-1019](tel:8003681019).