

# HELP US CREATE A HEALING ENVIRONMENT

## UNDERSTANDING BEHAVIOR EXPECTATIONS

UK HealthCare is committed to providing quality, safe care that is patient and family centered. The healthcare team looks forward to working with our patients and their families. It takes everyone involved to create a respectful and considerate setting.

We follow our organization's values and work to provide you the best care and services.

As patients and designated partners in care, it's your duty to meet behavior expectations during a hospital stay or a clinic visit. During a hospital stay, the admitting nurse will ask you to sign an agreement that explains these expectations.

Failing to meet the expectations could lead to actions that affect your care, including a hold up in your care plan or discharge from the hospital.

### Working together

UK HealthCare's responsibilities to you as a patient:

- Provide you with the best care possible.
- Assess your medical condition and create a care plan with you.
- Discuss all concerns and goals of care with you or your partner in care.
- Be respectful and considerate to you and your loved ones.
- Provide resources, education and treatment support before you go home.

Patient and partners in care responsibilities:

- Be respectful and considerate of other patients, families, visitors and the healthcare team.
- Provide the healthcare team with correct and complete information about: your medical history, surgeries, medicines and any other concerns.
- Be involved in your care. Ask questions and work with the healthcare team to create your care plan.
- Follow treatment plans recommended by clinicians and other healthcare team members.
- Use appropriate language. Avoid profanity, threats, racial slurs or other harmful language.
- Follow UK HealthCare guidelines throughout your care to stay safe and involved in your care plan.
- UKHC is a non-smoking medical facility – please do not smoke or use any tobacco product.

If you have more questions, discuss them with your care team upon admission to the hospital. If you are not admitted, address your questions with your care provider or call the Office of Patient Experience at **859-257-2178**.

