

Consents and Policies Teaching Guide



Title	Key messages	Patient behavior outcomes	Suggested teach back questions	Audience
Advance Directives (handout)	What advance directives are, types, how to make one	Makes appropriate advance directives per preferences if desired; discusses with MSW	N/A	All
Code Status (handout)	Difference between full code and no code POLST forms Code status versus living will	Makes appropriate code decision per preferences; discusses with MD	N/A	All
Complaint/Grievance Process (handout)	Right to file complaint or grievance internally and externally, internal process, external contact information	N/A-information only	N/A	All
Joint Notice of Privacy Practices (handout)	Describes how NKC shares information about patients and protects privacy	N/A-information only	N/A	All
NKC Consent for Treatment (handout)	Treatment agreement: risks, benefits, types of treatment, services available, etc.	N/A-information only	N/A	All
Patient Account Agreement (patient finance packet)	Financial agreement for receipt of treatment	N/A-information only	N/A	All
Patient Transfer and Discharge Policy (handout)	Process for voluntary and involuntary discharge; when an involuntarily discharge may occur	N/A-information only	N/A	All