

# PATIENTS RIGHTS & RESPONSIBILITIES

## Patient Rights

- A. Patients are treated with respect, consideration and dignity
- B. Patients are provided appropriate privacy
- C. Patients receive care in a safe setting
- D. Patient disclosures and records are treated confidentially and patients are given the opportunity to approve or refuse their release, except when release is required by law
- E. Patients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.
- F. Patient is fully informed about a treatment or procedure and the expected outcome before it is performed.
- G. Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contradicted for medical reasons.
- H. Patients' rights, respect for property and person are observed.
- I. Information is available to patients and staff concerning.
  - 1. Patient rights, including those specified in A, B,C,D and E above.
  - 2. Patient conduct and responsibilities
  - 3. Services are available at the organization
  - 4. Provisions for after-hours and emergency care.
  - 5. Fees for services
  - 6. Payment policies
  - 7. Patients' right to refuse to participate in experimental research
  - 8. Advance Directives, as required by state or federal law and regulations
  - 9. The credentials of health care professionals
- J. Prior to receiving care, patients are informed of patient responsibilities. These responsibilities require the patient to:
  - 1. Provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
  - 2. Follow the treatment plan prescribed by his/her provider
  - 3. Provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider.

- 4. Inform his/her provider about any living will, medical power of attorney, or other directive that could affect his/her care
- 5. Accept personal financial responsibility for any charges not covered by his/her insurance.
- 6. Be respectful of all the health care providers and staff as well as other patients.
- K. Patients are informed of their right to change their provider if other qualified providers are available.
- L. Marketing or advertising regarding the competence and capabilities of the organization is not misleading to patients.
- M. Patients are provided with appropriate information regarding the absence of malpractice insurance coverage.
- N. Patients are informed about procedures for expressing suggestions, complaints and grievances, including those required by state and federal regulations.
- O. Patient is free from all forms of abuse or harassment.
- P. Patient has the right to exercise his or her rights without being subjected to discrimination or reprisal.

## Patient Responsibilities

- A. Providing to the health care provider, to the best of his knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his or her health.
- B. Reporting unexpected changes in his or her condition to the health care provider.
- C. Reporting to the health care provider whether he or she comprehends a contemplated course of action and what is expected of him or her.
- D. Keeping appointments and, when he or she is unable to do so for any reason, for notifying the health care provider.
- E. His or her actions if he or she refuses treatment or does not follow the health care provider's instructions.
- F. Assuring that the financial obligations for his or her health care are fulfilled as promptly as possible.
- G. Following health care facility rules and regulations affecting patient care and conduct.
- H. Accepting responsibility for his or her actions should he or she refuse treatment or not follow the instructions of the physician or facility