

PATIENT RIGHTS & RESPONSIBILITIES

Rights

- ◆ Patients have the right to quality services, appropriate to their healthcare needs, delivered in a timely manner.
- ◆ Patients have the right to appropriate, medically necessary care.
- ◆ Patients have the right to reasonable access to medical care.
- ◆ Patients have the right to confidentiality in regard to medical and social history, individual medical records and medical information.
- ◆ Patients have the right to be treated with dignity, respect and consideration.
- ◆ Patients have the right to be informed about personal health as it concerns medical conditions, diagnostic tests and treatment plans.
- ◆ Patients have the right to change physicians/providers.
- ◆ Patients have the right to a second opinion.
- ◆ Patients have the right to involvement in decision making concerning treatment.
- ◆ Patients have the right to refuse participation in research. All research protocols will be initiated only with a patient's informed consent.
- ◆ Patients have the right to auditory and visual privacy during a visit.
- ◆ Patients have the right to approve or refuse the release of information except when the release is required by law.
- ◆ Patients have the right to refuse treatment or therapy. Such persons will be made aware of the consequences of their decisions and it will be documented in their medical records.
- ◆ Patients have the right to create Advance Directives, which let providers and others know the person's wishes concerning medical treatments.
- ◆ Patients have the right to assert complaints and grievances about providers and the healthcare provided.
- ◆ Patients have the right to be informed about the role of medical students and the right to refuse such care.

Responsibilities

- ◆ Patients have the responsibility to become informed about their insurance plan, including benefits available.
- ◆ Patients have the responsibility to become knowledgeable of the system to access medical care.
- ◆ Patients have the responsibility to keep all scheduled appointments and to notify the provider when unable to keep a scheduled appointment.
- ◆ Patients have the responsibility to be on time for all scheduled appointments.
- ◆ Patients have the responsibility to follow all medically appropriate physician orders and prescriptions.
- ◆ Patients have the responsibility to treat all personnel with courtesy and respect.
- ◆ Patients have the responsibility to complete health status information for accurate diagnosis and appropriate treatment.