

PATIENT RIGHTS & RESPONSIBILITIES

PURPOSE

This form is meant to inform the patient as well as their family that they have rights and responsibilities while undergoing medical care. If there are any questions regarding this matter, please notify any of our dedicated employees.

- **Access to Care** Individuals shall be accorded impartial access to treatment or accommodations as to his or her requests and needs for treatment or service that are within the clinic's capacity, availability, states mission and applicable law and regulation, regardless of race, creed, sex, national origin, religion, disability/handicap or source of payment for care/services.
- **Respect and Dignity** Every individual, whether adult, adolescent or newborn, has the right to considerate, respectful care/services at all times and under all circumstances, with recognition of his or her personal dignity and his or her psychosocial, spiritual and cultural variables that influence the perceptions of illness.
- **Privacy and Confidentiality** The patient or his or her parent or legally designated representative has the right, within the law, to personal and informational privacy, as manifested by the right to:
 - a. Wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment.
 - b. Be interviewed and examined in surroundings designed to assure reasonable audiovisual privacy. This includes the right to have a person of one's own sex present during certain parts of a physical examination, treatment or procedure performed by a health professional of the opposite sex and the right to remain disrobed any longer than is required for accomplishing the medical purpose for which the patient was asked to disrobe.
 - c. Expect that any discussion or consultation involving the patient's case-whether the patient is an adult, adolescent or newborn-will be conducted discreetly, and that individuals not directly involved in his or her care/services will not be present without his/her permission.
 - d. Have the right to review his or her medical records and have the information explained, except when restricted by law.
 - e. Have the medical records read only by individuals directly involved in the treatment or the monitoring of its quality and by other individuals only on the patient's or his or her parent or legal designated representative's written authorization.
 - f. Expect all communications and other records pertaining to care/services of the individual, including the source of payment for treatment, to be treated as confidential.
 - g. Request a transfer to another treatment room if another patient or visitor is unreasonably disturbing him or her.
 - h. Be placed in protective privacy when considered necessary for personal safety.
- **Personal Safety** The patient, whether adult, adolescent or newborn, has the right to expect reasonable safety insofar as the clinic practices and environment are concerned.
- **Identity** The patient or his or her parent or legally designated representative has the right to know the identity and professional status of individuals providing service to the patient, and to know which physician or other practitioner is primarily responsible for his or her care/services. This includes the right to know of the existence of any professional relationship among individuals who are treating him or her, as well as the relationship of the clinic

to any other health care services or educational institution involved in his or her care/services. Participation by patients in clinical training programs or in the gathering of data for research purposes should be voluntary.

- **Information** The patient or his or her parent or legally designated representative has the right to obtain from the practitioner responsible for coordination of his or her care/services complete and current information concerning his or her diagnosis (to the degree known), treatment and any known prognosis. This information should be communicated in terms the patient or his or her parent or legally designated representative can reasonably be expected to understand. When it is not medically advisable to give such information to the patient, the information should be made available to a legally authorized individual.
- **Communication** The patient or his or her parent or legally designated representative has the right to access to people outside the clinic by means of visitors and by verbal and written communication. When the patient or his or her parent or legally designated representative does not speak or understand the predominant language of the community, he or she should have access to an interpreter. This is particularly true when language barriers are a continuing problem.
- **Consent** The patient or his or her parent or legally designated representative has the right to the information necessary to enable him or her, in collaboration with the health care practitioner, to make treatment decisions involving his or her health care services that reflect his or her wishes. To the degree possible, this should be based on a clear concise explanation of his or her condition and of all proposed technical side effects, problems related to recuperation, and probability of success. The patient should not be subjected to any procedure without voluntary, competent and understanding consent by the individual or by his or her parent or legally designated representative. When a medically significant need for care, services or treatment exists, the patient or his or her parent or legally designated representative shall be so informed.
 - a. The patient or his or her parent or legally designated representative has the right to know who is responsible for authorizing and performing the procedures or treatment.
 - b. The patient or his or her parent or legally designated representative shall be informed if the clinic proposes to engage in or perform human experimentation or other research/educational projects affecting his or her care, services or treatment, and the patient has the right to participate in any such activity. If the patient chooses not to take part, he or she shall receive the most effective care/services the clinic otherwise provides.
- **Consultation** The patient or his or her parent or legally designated representative has the right to accept medical care/services or to refuse treatment to the extent permitted by law and to be informed of the medical consequences of such refusal. When refusal of treatment by the patient or his or her parent or legally designated representative prevents the provision of appropriate care/services in accordance with ethical and professional standards, the relationship with the patient may be terminated upon reasonable notice.
- **Transfer and Continuity of Care** A patient has the right to expect that the clinic/facility will give necessary health services to the best of its ability. Treatment, referral or transfer may be recommended. If transfer is recommended or requested, the patient will be informed of risks, benefits and alternatives. The patient will not be transferred until the other institution agrees to accept such patient.
- **Charges** Regardless of the source of payment for the individual's care/services, the patient or his or her parent or legally designated representative has the right to request and receive an itemized and detailed explanation of his or her total bill for services rendered in the clinic. The patient has the right to timely notice prior to termination of his or her eligibility for reimbursement by any third-party payer for the cost of his or her care/services.
- **Delineation of Patient's Rights** The rights of the patient may be delineated on behalf of the patient, to the extent permitted by law, to the patient's guardian, next of kin or legally authorized responsible person if the patient

- a. Has been adjudicated incompetent in accordance with the law.
 - b. Is found by his or her physician to be medically incapable of understanding the proposed treatment or procedure.
 - c. Is unable to communicate his or her wishes regarding treatment.
 - d. Is a minor.
- **Rules and Regulations** The patient or his or her parent or legally designated representative should be informed of the clinic rules and regulations applicable to his or her conduct as a patient. Patients are entitled to information about the mechanism for the initiation, review and resolution of patient complaints.
 - **Keep Your Health Care Providers Accurately Informed** A patient or his or her parent or legally designated representative has the responsibility to provide, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to his or her health. He or she has the responsibility to report unexpected changes in his or her condition to the responsible practitioner. A patient or his or her parent or legally designated representative is responsible for making it known whether he or she comprehends a contemplated course of action and what is expected of him or her.
 - **Follow Your Treatment Plan** A patient or his or her parent or legally designated representative is responsible for following the treatment plan recommended by the practitioner primarily responsible for the patient's care/services. This may include following the instructions of health care personnel as they carry out the coordinated plan of care/services and implement the responsible practitioner's orders and as they enforce the applicable clinic rules and regulations.
 - **Keep Your Appointments** The patient is responsible for keeping appointments, and when unable to do so for any reason, they are to immediately notify the appropriate clinic location. There may be charge imposed for "missed appointments" and failing to notify our office..
 - **Be Responsible For Any Decision You Make Not To Follow Your Treatment Plan, And Keep Your Health Care Practitioners Informed About Your Decision(s)** The patient or his or her parent or legally designated representative is responsible for his or her actions if he or she refuses treatment or does not follow the practitioner's instructions. If the patient cannot follow through with the treatment, he or she is responsible for informing the physician.
 - **Be Responsible For Your Financial Obligations** The patient or his or her parent or legally designated representative is responsible for assuring the financial obligations of his or her health care services are fulfilled as promptly as possible. The patient is responsible for providing information for insurance.
 - **Comply With The Rules Of This Facility Regarding Patient Care And The Conduct Of His Or Her Visitors** The patient or his or her parent or legally designated representative is responsible for following clinic rules and regulations affecting patient care/services and conduct.
 - **Be Considerate Of Others** The patient or his or her parent or legally designated representative is responsible for being considerate of the rights of other patients and clinic personnel, and for assisting in the control of noise, and the number of visitors. The patient is responsible for being respectful of the staff and the property of other persons and of the clinic.
 - **Be Responsible For Your Own Lifestyle Choices** A patient's health depends not just on his or her care/services but, in the long term, on the decisions he or she makes in daily life. He or she is responsible for recognizing the effect of lifestyle on his or her personal life.
 - **Practice Rights** The practice reserves the right to terminate the relationship and treatment of any patient that does not comply with their responsibilities as described in this document. If this is necessary we will notify the patient and give them 30 days to find another physician outside of our group and will be happy to transfer all medical records when requested.