

# Patient Rights and Responsibilities

## You have the right to:

1. Know the names of the physicians, providers and other staff members who take care of you.
2. Be involved in the planning of your care and treatment, including pain management, in collaboration with your physician/provider and treatment team.
3. Have the information necessary to enable you to make treatment decisions that reflect your wishes.
4. Accept medical care or to refuse treatment to the extent permitted by law and to be informed of the medical consequences of such refusal.
5. Have all records concerning your care or illness treated confidentially, with personal privacy respected. You have the right to access information contained in your clinical records within a reasonable time period and in accordance with federal HIPAA policies and procedures.
6. Participate or refuse to participate in any experimentation or research projects related to your care or treatment.
7. Receive prompt and reasonable responses to your requests for service.
8. Considerate, safe and respectful care; to be free from abuse or harassment.
9. Have impartial access to care regardless of race, sex, sexual orientation, age, physical or mental disability, culture, ethnicity, gender identity, expressions, religion, language or source of payment.
10. Request a consultation or second opinion from another physician.
11. Change physicians or hospitals.
12. Review your billing information and receive an explanation of charges.

13. Execute an Advance Directive; appoint an individual to make healthcare decisions on your behalf to the extent permitted by law.
14. Participate in the consideration of ethical issues that may arise in your care and treatment.
15. Have your legal guardian, next of kin, or legally authorized person exercise your rights, to the extent permitted by law, if you are a minor; have been deemed incompetent in accordance with the law; are found by your physician to be medically incapable of understanding the proposed care or treatment; are unable to communicate your wishes regarding treatment.
16. Have a family member or person of your choice and your family physician notified of your care, as well as to exclude any or all family members from participating in your care decisions.
17. Have access to protective services.
18. Maintain your legal rights as a citizen, i.e. voting in elections, as provided by state and federal law.
19. The Practice shall retain the right to limit visitors based on medically appropriate circumstances, safety and security situations, and/or infection control policies.)
20. Express a compliment and/or complaint pertaining to your care or treatment. Your compliments/complaints may be directed to your nurse, physician, or the practice manager. A Patient Relations phone line is also available Monday through Friday from 8:00-4:30 PM at 688-2646 request ext

## You have the responsibility of/for:

1. Providing accurate and complete information about your illness and medical history including present complaints, past illnesses and hospitalizations, medications, and other matters related to your health.
2. Knowing and following practice rules and regulations; i.e. no tobacco use.
3. Following your physician's prescribed plan of treatment, care and services.
4. Notifying your physician or nurse if you do not understand your diagnosis, treatment, or prognosis.

5. Any consequences and other adverse outcomes if you refuse treatments or do not follow the physician's prescribed treatment plan.
6. Being considerate of other patient's rights, privacy, and property, and assisting with noise control and the number of visitors you bring to your appointment with you.
7. Fulfilling your financial obligations associated with your health care.
8. Advising your nurse or physician of any concern, dissatisfaction, or safety issues you may have in regard to your care while in the hospital.
9. Safeguarding any valuables or personal belongings retained by you, including eyeglasses, hearing aids, dentures, cell phones, clothing, etc.
10. Cooperating with your Health Care Team to maintain your and your family's safety, i.e. calling for assistance when needed or as instructed.
11. Being knowledgeable of your medical insurance benefits plan and your obligations regarding deductibles, co-payments, pre-authorization requirements, etc.