

Patient's Rights



A patient's rights shall include, but not be limited to, the right to:

1. Receive considerate and respectful care without regard to race, color, age, sex, diagnosis, marital status, sexual orientation, national origin, ancestry, cultural, economic, educational, or religious background, or source of payment for care.
2. Be treated with respect, consideration, and dignity.
3. Know the name of the physician who has primary responsibility for coordinating your care and the names and professional relationships of other physicians and non-physicians who will see you or are present during services.
4. Change physicians and/or request a second opinion.
5. Participate actively in decisions regarding medical care, except when such participation is contraindicated for medical reasons. Discreetly receive as much information about any proposed treatment or procedure as you may need in order to give informed consent, or to the extent permitted by law, to refuse treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in this treatment, alternate courses of treatment or non-treatment, and the risks involved in each.
6. Be advised as to the reason for the presence of any individual.
7. Request to have visitors leave prior to an examination and when treatment issues are being discussed, if you so desire.
8. Full consideration of privacy concerning the medical care program. Case discussion, consultation, examination, and treatment are confidential and should be conducted discreetly.
9. Confidential treatment of all communications, films, and records pertaining to your care. Written permission shall be obtained before the medical records and/or films can be made available to anyone not directly related with your care, unless otherwise authorized or permitted by law. When required by law, you will be given the opportunity to approve/refuse their release. You shall have access to the information contained in your medical record within a reasonable time frame.
10. Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.
11. Be advised if your personal physician proposes to engage in or perform human experimentation affecting care or treatment. You have the right to refuse to participate in such research projects without fear of compromise to your care.
12. Voice concerns and make suggestions regarding the organization and/or the care provided, including being informed of grievance procedures, with a response addressed in a respectful manner as soon as possible.
13. Examine and receive an explanation of the bill regardless of source of payment and receive an explanation of payment policies.
14. Have all your rights apply to the person who may have legal responsibility to make decisions regarding medical care on your behalf.
15. Know your physicians are credentialed, licensed, and insured.
16. Designate Advanced Directives.
17. Be informed of your rights in advance of providing or discontinuing care, whenever possible.
18. Receive care in a safe setting that is free from all forms of abuse or harassment.
19. Participate in ethical questions that arise in the course of your care, including issues of conflict resolution.
20. Marketing/advertising regarding the competence and capabilities of the organization is not misleading to you.
21. Receive information about your illness, the course of treatment and prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand.
22. Access to after-hours or emergency care as coordinated by the physician.
23. All personnel shall observe these patients' rights.

Patient's Responsibilities

Your responsibilities as the patient shall include, but not be limited to:

1. Provide your health care provider with complete and accurate medical history.
2. Clearly understand and follow the treatment plan agreed upon by you and your physician. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services.
3. Keep your appointments as scheduled or cancel at least 24 hours in advance.
4. Report any health changes to your physician.
5. Respect the rights, property, and environment of all physicians, health care professionals, employees and other patients.
6. Meet the financial obligations of your medical care as promptly as possible.
7. Inform your physician of any living will, medical power of attorney, or other healthcare directive that could affect patient care.