



PATIENT RIGHTS & RESPONSIBILITIES

A. PATIENT RIGHTS REGARDING YOUR CARE

1. A patient has the right to receive considerate, respectful care in a judgement-free setting without regard to race, ethnicity, national origin, religion, gender, age, mental or physical ability, sex, sexual orientation, genetic information, or source of payment by a competent and compassionate care team.
2. A patient has the right to be treated with patient-centered and trauma-informed approaches that recognize and address whole-person care.
3. A patient has the right to know the names and the position of their caregivers.
4. A patient has the right to have urgent procedures done without unnecessary delay.
5. A patient has the right to good quality care with high professional standards that are continually maintained and reviewed.
6. A patient has the right to make informed decisions regarding their care and has the right to include family members in those decisions.
7. A patient has the right to information from your provider concerning current diagnosis, treatment plan (including risks and benefits), alternate plans and prognoses to give an informed consent or refuse treatment. This information will be given in terms that the patient can understand.
8. A patient has the right to refuse any drugs, treatment or procedures to the extent permitted by law after hearing the medical consequences of refusing the drug, treatment, or procedure.
9. A patient has the right to have help getting another provider's opinion at their request and expense.
10. A patient has the right to be given information in a manner that they can understand. A patient who does not speak English, is hearing or speech impaired, has the right to an interpreter, whenever possible.
11. A patient has the right to access people or agencies to act on the patient's behalf or to protect the patient's right under law. A patient has the right to have protective services contacted when they or the patient's family members are concerned about safety.
12. A patient has the right to be free from needless duplication of medical and nursing procedures.
13. A patient has the right to treatment that avoids unnecessary discomfort.
14. A patient has the right to make advance directives (such as a living will, health care power of attorney and advance instruction for mental health treatment) and to have those directives followed to the extent permitted by law.
15. A patient has the right to personal privacy and to receive care in a safe and secure setting.
16. A Medicare patient has the right to appeal decisions about their care to a local Medicare Review Board. The Facility will provide the name, address, and phone number of the local Medicare Review Board and information about filing an appeal.
17. A patient has the right to be free from all forms of abuse or harassment.
18. A patient has the right to 24-hour medical access through same day appointments and after-hours medical advice by qualified medical providers.
19. A patient has the right to be informed of their rights at the earliest possible time during their treatment.
20. A patient has the right to be involved in resolving dilemmas about care decisions.



B. PATIENT RIGHTS REGARDING YOUR PRIVACY

1. A patient has the right to privacy with respect to their medical condition. A patient's care and treatment will be discussed only with those who need to know.
2. A patient has the right to have their medical records treated as confidential and read only by people with a need to know. Information about a patient will be released only with permission from the patient or as required by law.
3. Upon request, a patient has the right to access all information contained in the patient's medical records within a reasonable timeframe. This access may be restricted by the patient's provider only for sound medical reasons. A patient has the right to have information in the medical record explained to him or her.
4. A patient has the right to receive the information electronically and in their preferred form and format if the entity has the ability to readily produce it.
5. A patient has the right to request amendments to and obtain information on disclosures of their health information, in accordance with law and regulations.

C. PATIENT RIGHTS REGARDING OUR RULES AND REGULATIONS

1. A patient has the right to know what facility rules and regulations apply to their conduct as a patient.
2. A patient has the right to a "good faith estimate" including transparent pricing and approximation of expected charges. This does not include unknown or unexpected costs that may be added during your treatment.
3. A patient has the right to a copy of their bill(s). A patient also has the right to have the bill explained.
4. A patient has the right to request help in finding ways to pay their medical bills.
5. A patient has the right to have complaints about their care heard and resolved.
6. A patient has the right to be free from financial exploitation by the health care facility.
7. A patient has the right to apply for discounted fee rates through our Sliding Fee Discount and lab fee discount programs and their financial benefits explained to them in terms the patient can understand.

D. PATIENT RIGHTS FOR CHILDREN AND ADOLESCENTS

1. The family/guardian of a child or adolescent patient has the right and responsibility to be involved in decisions about the care of the child. A child or adolescent has the right to have their wishes considered in the decision-making as limited by law.
2. A child or adolescent patient has the right to expect that care and the physical environment will be appropriate to their age, size, and needs.
3. A child or adolescent patient has the right to have protective services contacted on their behalf when they, the patient's family member(s) or their healthcare provider are concerned about their safety or wellbeing.

E. PATIENT RESPONSIBILITIES

1. Patients are responsible for providing correct and complete information about their current health and past medical history.
2. Patients are responsible for reporting changes in their general health condition, symptoms, or allergies to the responsible caregiver.
3. Patients are responsible for reporting if they do not understand their planned treatment or their part in the plan.
4. Patients are responsible for following the recommended treatment plan they have agreed to, including instruction from nurses and other care team members.
5. Patients are responsible for keeping and arriving on time for their scheduled appointments.
6. Patients are responsible for treating others with dignity and respect.
7. Patients are responsible for following facility rules regarding smoking, noise, and use of telephone and electrical equipment.
8. Patients are responsible for what happens if they refuse the planned treatment.