

Patient Rights and Responsibilities

Rights

Be informed of your rights and review the policies regarding them

Receive services without regard to age, race, color, sexual orientation, religion, marital status, gender, national origin, sponsorship status

Express your concerns and /or satisfaction regarding the services received and to comment or make suggestions for improvement of quality of care

File a complaint to receive a response in a timely manner without fear of discrimination or reprisal

Receive considerate and compassionate care in a safe and secure environment with respect and regard for your privacy, individuality, personal beliefs and cultural traditions

Receive accessible services and timely referrals to staff and services consistent with quality professional practice

Receive complete information about your illness, the course of treatment, and the prospects for good health in terms that you can understand

Participate in fully informed decisions affecting your care and treatment, including denying recommended treatment according to your own desires, needs, and understanding. You may also choose to have family and friends participate in this process

You have the right to have the privacy and confidentiality of your records maintained in a secure and safe environment. You may approve and refuse the release of your own medical records or request an accounting of access to your medical record(s)

Know the name and professional status of the person(s) treating you and those giving medical advice after hours

Know, in advance of service, the cost of service and any applicable payment policies

Receive timely and qualified care in a setting appropriate to your health care needs

Appoint a legal representative to make decisions regarding your health care

Responsibilities

Inform your health care provider of information related to past illness, treatments, and medications

Actively participate in decisions regarding your health care to the degree that you choose and to reasonably follow your provider's health care instructions and advice

Let your provider know if you cannot or will not follow a certain treatment plan

Respect the rights and property of health care professionals, employees, and other patients

Schedule and keep all scheduled appointments. To ensure that all patients are served in a timely manner please call to cancel or change appointments at least 24 hours in advance

Pay for service at the time service is provided and to provide the patient registration office with accurate, complete, and current information pertaining to insurance coverage, your home address, telephone number, social security number, and, if applicable, your Native American Indian verification

Discuss your health care problems, concerns, and personal needs with your provider(s) in an honest manner and to inform the health care provider of any changes occurring in your health. You should ask questions when in need of further instructions or a better understanding

Cooperate with various providers involved in your care and to conduct yourself in a polite and respectful manner

Respect the rights of your health care provider(s) and to exchange information in a non-abusive manner either physically or verbally while receiving care

Advise your providers(s) of all changes in decisions concerning advanced directives and / or persons designated by you to make your health care decisions for you