

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, or 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 and 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 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.
- 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 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 services at the time they are provided and provide the patient registration office with accurate, complete, and current information regarding insurance coverage, home address, telephone number, social security number, and, if applicable, Native American Indian verification.
- Discuss your health care problems, concerns, and personal needs with your provider(s) in an honest manner and inform them of any changes in your health. Ask questions when you need further instructions or a better understanding.
- Cooperate with various providers involved in your care and conduct yourself in a polite and respectful manner.
- Respect the rights of your health care provider(s) and exchange information in a non-abusive manner, either physically or verbally, while receiving care.
- Advise your provider(s) of any changes in decisions concerning advanced directives and/or persons designated to make health care decisions for you.