

## **PATIENT BILL OF RIGHTS AND RESPONSIBILITIES**

### **Patients' Bill of Rights:**

#### **TREATMENT AND PLAN OF CARE**

You have the right to considerate, courteous and respectful care.

You have the right to complete and current and information concerning diagnosis, treatment and prognosis. This information must be communicated to you in a clear and understandable manner.

You have the right to participate in and make decisions about the plan of care prior to and during treatment.

You have the right to refuse treatment.

You have the right to expect reasonable continuity of care and be informed of available and realistic patient care options.

You have the right to have an advance directive (such as a living will, health care proxy or durable power of attorney for health care) concerning treatment or choice of a surrogate decision maker.

You have the right to be informed of policies and practices that relate to your care, treatment and responsibilities.

You have the right to consent or decline to participate in proposed research studies or human experimentation affecting care and treatment or requiring direct patient involvement, and to have those studies fully explained prior to consent.

#### **IDENTITY OF PHYSICIANS AND CARE GIVERS**

You have the right to know the identity of physicians, nurses and others involved with your care, as well as when those involved are students, residents or trainees.

You have the right to ask and be informed of the existence of business relationships among the health care providers, payers, hospital or educational institutions that may influence your treatment and care.

#### **PRIVACY**

You have the right to privacy. Case discussion, consultation, examination and treatment should not jeopardize the patient's privacy. Your medical records must be kept confidential, except in cases of suspected abuse and public health hazards when reporting is required by law.

You have the right to review your medical record and have any information explained or interpreted.

#### **QUESTIONS, CONCERNS, GRIEVANCES**

You have a right to a prompt and reasonable response to your questions and requests, and to expect that a request for appropriate care and services will be accommodated.

You have the right to be informed of available resources for resolving disputes, grievances and conflicts, such as ethics committees, patient representatives or other mechanisms available.

#### **DISCLOSURE OF SERVICES AND COSTS**

You have the right to be informed of charges for services and available payment methods. It is also your right to know the immediate and long-term costs of treatment choices.

### **Patient Responsibilities:**

You are responsible for providing information about past illnesses, hospitalizations, medications and other matters related to your health status.

You are responsible for participating in decision making as well as requesting additional information about your health status or treatment when you do not fully understand information and instructions.

You are responsible for providing health care agencies with a copy of your written advance directive if you have one.

You are responsible for informing your physicians and other caregivers if you anticipate problems in following a prescribed treatment.

You are responsible for providing necessary information for insurance claims and for working with our office to make payment arrangements when necessary.