

PATIENT RIGHTS AND RESPONSIBILITIES

Patient Rights

- Be treated with dignity, respect and courtesy.
- Be treated without regard to race, gender, cultural background or religion.
- Choose or change your caregiver.
- Participate in making your health care decisions by receiving appropriate information about your diagnosis, treatment options and prognosis.
- Request an interpreter or assistance for language translation or hearing problems, when needed.
- Refuse treatment or tests and be made aware of the clinical consequences of such a refusal.
- Submit either positive or negative comments concerning your care to any employee or health care provider.
- Be notified as soon as possible of a schedule change that requires a new appointment
- Expect privacy and confidentiality regarding your clinical records, except with your written permission.
- Refuse to participate in any proposed research project without jeopardizing your care.
- Have your guardian, next of kin or legal designees exercise these rights if you are unable to do so.
- Clear explanation of your benefit plan and how you can access services.
- Receive a copy of these rights and responsibilities.

Patient Responsibilities

- Know your benefit plan and adhere to the guidelines of your policy.
- Provide an accurate medical and social history. This includes granting a release of medical records from former caregivers.
- Respect the rights, privacy, and confidentiality of other patients and their families.
- Discuss any concerns you have about your treatment with your provider, including the refusal of treatment, if this applies to you.
- Notify your health care provider when you expect to be late for an appointment or need to cancel.
- Telling your provider about your hopes and expectations of treatment.
- Ask questions regarding your illness or treatment.
- Ensure payment for your treatment in a timely manner.