

PATIENT'S BILL OF RIGHTS AND RESPONSIBILITIES

The staff of this health care facility recognizes you have rights while a patient receiving medical care. In return, there are responsibilities for certain behavior on your part as the patient. These rights and responsibilities include:

A patient has the *right* to

- be treated with courtesy and respect, with appreciation of his individual dignity and with protection of his need for privacy.
- a prompt and reasonable response to questions and requests.
- know who is providing medical services and who is responsible for his care.
- know what patient support services are available, including whether an interpreter is available if he does not speak English.
- know what rules and regulations apply to his conduct.
- be given by his health care provider information concerning diagnosis, a planned course of treatment, alternatives, risks and prognosis.
- refuse treatment, except as otherwise provided by law.
- be given, upon request, full information and necessary counseling on the availability of known financial resources for his care.
- know, upon request and in advance of treatment, whether the health care provider or health care facility accepts the Medicare assignment rate.
- receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- receive a copy of a reasonable clear and understandable itemized bill and, upon request, to have charges explained.
- impartial access to medical treatment or accommodations regardless of race, national origin, religion, physical disability or source of payment.
- treatment for an emergency medical condition that will deteriorate from failure to provide treatment.
- know if medical treatment is for purpose of experimental research and to give his consent or refusal to participate in such experimental research.
- express concerns regarding any violation of patient rights.
- have the right to change primary or specialty physicians or dentists if other qualified physicians or dentists are available.

A patient is *responsible* for

- providing to his health care provider, to the best of his knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to his health.
- reporting unexpected changes in his condition to his health care provider.
- reporting to his health care provider whether he comprehends a contemplated course of action and what is expected of him.
- following the treatment plan recommended by his health care provider.
- keeping appointments.
- his actions if he refuses treatment or does not follow the health care provider's instructions.
- assuring that the financial obligations of his health care are fulfilled as promptly as possible.
- following health care facility rules and regulations affecting patient care and conduct.

COMPLAINTS

If you have a question or concern about your rights and responsibilities, please let us know. We want to assure that we provide you with excellent service, including answering your questions and responding to your concerns.

Medical Director