

## PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

1. The patient has a right to receive treatment in the center without regard to race, color, religion, sex, age, handicap, or national origin. To help regain or maintain maximum state of health, and if necessary, cope with death. The patient will be treated with consideration, respect, dignity, privacy and full recognition of individual cultural, psychosocial, and spiritual values.
2. The Patient has the right to receive from their physician information necessary to give informed consent prior to the start of any procedure and/or treatment. Where medically significant alternative for care or treatment exist, or when the patient request information concerning medical alternatives, the patient has the right to such information (and) to know the name of the person responsible for the procedures and/or treatment.
3. The Patient has the right to obtain from their physician complete, current information concerning their diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand. When medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.
4. The patient will be a participant in decisions regarding the intensity and scope of treatment. Circumstances under which the patient may be unable to participate in his/her plan of care are recognized. In these situations, the patient's rights shall be exercised by the patients designated representative or other legally designated person.
5. The patient has the right to appropriate assessment and management of pain.
6. The patient has the right to refuse treatment to the extent permitted by law, and to be informed of the medical consequences of their action.
7. The patient has the right to obtain information from their medical record for use in other health care and education institutions.
8. The patient has the right to expect that all communications and records pertaining to their care should be treated as confidential.
9. The patient has the right to expect reasonable continuity of care.
  - That the patient or responsible person will be informed of the scope of services available in the facility, provisions for after-hours and emergency care, and related fees for services rendered.
10. The patient has the right to examine and receive an explanation of their bill regardless of source of payment.
  - The patient has the right to be informed of fees for services as well as payment policies prior to surgery by and insurance counselor.

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*for* AMBULATORY HEALTH CARE, INC.

11. The patient has the right to know that the facility personnel who care for the patient are qualified through education and experience to perform the services for which they are responsible. The patient has the right to request to identify the professional status of all individuals providing service to them.
12. The patient has the right to be informed that they may change primary or specialty physicians if other qualified physicians are available.
13. The patient and family are responsible for providing to their caregivers the most accurate and complete information regarding present complaints, past illnesses and hospitalizations, medications, unexpected changes in the patient's condition or any other patient health matters.
14. The patient has the right to be advised if the center proposes to engage in or perform human experimentation affecting his/her care of treatments (and) has the right to refuse participation, and review the decision periodically.
15. The patient has a right to be informed if a health care provider does not have liability coverage.
16. The patient has a right to express grievance and suggestions to the organization.
  - The facility provides for and welcomes the expression of grievance/complaints and suggestions by the patient at all times. This feedback allows the facility to understand and improve the patient's care and environment.
  - This is accomplished by filing a written complaint, by calling Hot Line or by contacting any staff member or the Administrator. Resolution will be achieved by the Administrator or Medical Director within 30 days.
17. The patient has a right to have an Advance Directive, such as a living will or health care proxy. These documents express the patient's choices about future care or name someone to decide if the patient cannot speak for himself or herself. The patient who has an Advance Directive must provide a copy to the facility and to their physician for their wishes to be made know and honored.
18. The patient has the right to be fully informed before any transfer to another facility or organization.
19. The patient or the patient's designated representative has the right to participate in the consideration of ethical issues that arise in the care of the patient.
20. The patient has the right to know what the center's rules and regulations that apply to their conduct as a patient.
21. The patient has a right to know that organization affirms that physical, sexual, and verbal/psychological abuse are prohibited.