

## Patient's Bill of Rights & Responsibilities

### 1. Access to Care

Patients have the right to be informed of the services available and the right to access services regardless of race, creed, sex, national origin or type of illness or disability. Patients have the right to be referred to another organization. Patients have the right to receive continuity of products and services and receive them in a timely manner and in accordance with organizational policy.

### 2. Respect and Dignity

Patients have the right to considerate and respectful care that maintains their personal dignity regardless of spiritual or cultural beliefs, and to be free from abuse or exploitation of any kind.

### 3. Privacy and Confidentiality

Patients (or a patient's legally authorized representative) have the right, within the law, to expect privacy concerning their care.

### 4. Personal Safety

Patients have the right to expect reasonable safety and education with regard to products and services provided.

### 5. Identity

Patients have the right to know the identity and professional status of individuals providing service to them; and to know which physician(s) or other practitioner(s) are primarily responsible for their care. Patients have the right to know of any professional relationship among individuals who are treating them, as well as the relationship to any other health care or educational institutions involved in their care.

### 6. Information

Patients (or their legally authorized representative) have the right to obtain, from the practitioner responsible for coordinating their care, complete and current information (patients also have a right to request and receive the opportunity to examine or review their medical records) concerning their diagnosis, treatment, and any known prognosis. This information should be communicated in terms the patient can reasonably be expected to understand.

### 7. Communication

Patients have the right to access people outside of your organization to assist with communication (i.e., language interpreter). Every effort will be made to assist a patient who may be hearing and/or speech impaired.

### 8. Consent

Patients have the right to have reasonable informed input into decision involving their health care. Patients should not be subject to any procedure without their voluntary, competent, and understanding consent or that of a legally authorized representative will be so informed. Patients have the right to know who is responsible for authorizing and performing procedures or treatment, and to receive service without regard to whether or not any client advance directive has been executed.

### 9. Refusal of Treatment

Patients have the right to refuse treatment to the extent permitted by law. When refusal of treatment by the patient (or their legally authorized representative) prevents the provision of appropriate care in accordance with professional standards, the relationship with the patient may be terminated by the health care provider upon giving reasonable notice.

### 10. Fees

Patients have the right to request an itemized statement and detailed explanation of the total bill for services rendered and to be informed of third-party insurance coverage.

### 11. Business Ownership/Insurance

Patients should be informed of the ownership, control and liability insurance of the business, upon request.

### 12. Complaints

Patients have the right to file grievance procedures with assurance of no retribution. They are to be provided the toll-free State, Medicare, and CHAPS hot lines upon request.

## Responsibilities

1. To provide accurate and complete information regarding your past and present medical history.
2. To agree to a schedule of services and report any cancellation of scheduled appointments.
3. To notify the company prior to changing your place of residence or your telephone number.
4. To participate in the development and updating of a plan of care.
5. To communicate whether you clearly comprehend the course of treatment and plan of care.
6. To comply with the plan of care and clinical instructions.
7. To report equipment and service problems by calling or writing your provider. The facility manager will review all concerns and will communicate to you the resolution.
8. To accept responsibility for your actions if refusing treatment or not complying with the prescribed treatment.
9. To respect the rights of home care providers.