

Patient's Bill of Rights

The patient has the right to considerate and respectful care.

The patient has the right to and is encouraged to obtain from physicians and other direct caregivers relevant, current and understandable information concerning diagnosis, treatment, and prognosis. Except in emergencies when the patient lacks decision-making capacity and the need for treatment is urgent, the patient is entitled to the opportunity to discuss and request information related to the specific procedures and/or treatments, the risks involved, the possible length of recuperation, and the medically reasonable alternatives and their accompanying risks and benefits.

The patient has the right to know the identity of physicians, nurses and others involved in their care. The patient also has the right to know the immediate and long-term financial implications of treatment choices, insofar as they are known.

The patient has the right to make decisions about the plan of care prior to and during the course of treatment and to refuse a recommended treatment or plan of care to the extent permitted by law and clinic policy and to be informed of the medical consequences of this action. In case of such refusal, the patient is entitled to other appropriate care and services that the clinic provides. The clinic should notify patients of any policy that might affect patient choice within the organization.

The patient has the right to every consideration of privacy. Case discussion, consultation, examination, and treatment should be conducted so as to protect each patient's privacy.

The patient has the right to expect that all communications and records pertaining to his/her care will be treated as confidential by the clinic, except in cases such as confidentiality of this information when the clinic releases it to any other parties entitled to review information in these records.

The patient has the right to review the records pertaining to his/her medical care and to have the information explained or interpreted as necessary except when restricted by law.

The patient has the right to expect that, within its capacity and policies, the clinic will make reasonable response to the request of a patient for appropriate and medically indicated care and services.

The patient has the right to ask and to be informed of the existence of business relationships among the clinic, educational institutions, other health care providers, or payers that may influence the patient's treatment and care.

The patient has the right to consent to 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. A patient

who declines to participate in research experimentation is entitled to the standard care that the clinic can otherwise provide.

The patient has the right to be informed of clinic policies and practices that relate to patient care, treatment, and responsibilities.

The patient has the right to be informed of available resources for resolving disputes, grievances, and conflicts.

The patient has the right to be informed of the clinic's charges for services and available payment methods.

The collaborative nature of health care requires that patients, or their families/surrogates, participate in their care. The effectiveness of care and patient satisfaction with the course of treatment depend, in part, on the patient fulfilling certain responsibilities.

Patients are responsible for providing information about past illnesses, hospitalizations, medication, and other matters related to their health status.

Patients are responsible for requesting additional information or clarification about their health status or treatment when they do not fully understand information and instructions.

Patients are responsible for informing their physicians and other caregivers if they anticipate problems in following prescribed treatment.

Patients are responsible to be aware of the clinic's obligation to be reasonably efficient and equitable in providing care to other patients and the community. The clinic's rules and regulations are designed to help the clinic meet this obligation.

Patients are responsible, along with their families, for making reasonable accommodations to the needs of the clinic, other patients, medical staff, and clinic employees.

Patients are responsible for providing necessary information for insurance claims and for working with the clinic payment arrangements, when necessary.

Patients are responsible for recognizing the impact of their lifestyle on their personal health. A person's health depends on much more than health care services.