

# Patient Bill of Rights and Responsibilities

*You as the patient, have responsibilities to:*

## Medical History

Provide to the best of your ability and knowledge, accurate and complete information concerning your medical history.

## Understand Your Treatment

Inform a member of our staff if you do not clearly understand the treatment and/or the plan for care

## Financial Obligation

Be knowledgeable about your health coverage including covered benefits; limitations; and exclusions.

- Make a good-faith effort to meet financial obligations

## Interaction with Staff and other Patients

- Notify us if there is a need to cancel a treatment/ medication/therapy
- Show respect for other patients and our healthcare professionals
- Assist in the control of noise and smoking

*You as the patient have rights:*

## Right to Choose

You have the right to choose your healthcare provider

## Respect and Nondiscrimination

You have the right to considerate, respectful care from all healthcare workers at all times and under all circumstances.

- An environment of mutual respect is essential to maintain quality health care treatment
- You have the right not to be discriminated against based on race, ethnicity, national origin, religion, sex, age, mental or physical disability, sexual orientation, genetic

information, or source of payment

## Participate in Your Treatment

You have the right to receive and review information about diagnosis, treatment, and the progress of your condition, and to fully participate in all decisions related to your health care.

- If you are unable to fully participate in treatment decisions, you have the right to be represented by family members, conservators, or other duly-appointed representatives
- If a representative will be representing you, please ask for a Request for Access form

## Confidentiality of Your Health Information

You have the right to communicate with health care providers in confidence and to have the confidentiality of your individually identifiable health care information protected. You also have rights as

stated in the Notice of Privacy Practices.

## Financial Inquiries

You have the right to review your healthcare bills.

- Have an explanation of benefits and services
- Use the disputed claims process when there is a disagreement

## Fraud, Waste and Abuse

If you suspect fraud, waste or abuse with your treatment, you have the right to ask questions about your medical charges.

- Report wrongdoing and fraud to supervisor and/or the owner
- Or legal authorities if inquiry is left unanswered

## Complaints and Appeals

You have the right to a fair and efficient process for resolving differences with the healthcare provider that serves you. Ask to speak to the supervisor if you have a complaint.

## Consumer Responsibilities

The responsibilities outlined are ways that the consumer can work together with the health care provider to achieve the best quality health outcome.

- Take responsibility for maximizing healthy habits, such as exercising, not smoking, and eating a healthy diet.
- Become involved in specific health care decisions.
- Work collaboratively with health care providers in developing and carrying out agreed-upon treatment plans.
- Disclose relevant information and clearly communicate wants and needs.
- Use the health plan's internal complaint and appeal process to address concerns that may arise.
- Avoid knowingly spreading disease.
- Recognize the reality of risks and limits of the science of medical care and the human fallibility of the health care professional.
- Be aware of a health care provider's obligation to be reasonably efficient and equitable in providing care to other patients and the community.
- Become knowledgeable about his or her health plan coverage and health plan options (when available) including all covered benefits, limitations and exclusions, rules regarding use of information, and the process to appeal coverage decisions.
- Show respect for other patients and health workers.
- Make a good-faith effort to meet financial obligations.
- Abide by administrative and operational procedures of the health plans and health care providers.