



## Patient Rights and Responsibilities

### Patient Rights

1. A patient will not be denied appropriate care on the basis of race, religion, color, national origin, sex, age, handicap, marital status, sexual preference or source of payment.
2. An individual who is or has been a patient is entitled to inspect or receive, for a reasonable fee, a copy of his or her medical record upon request. A third party shall not be given a copy of the patient's medical record without prior authorization of the patient.
3. A patient is entitled to confidential treatment of personal & medical records and may refuse their release to a person outside the facility except as required because of a transfer to another health care facility or as required by law or third party payment contract.
4. A patient is entitled to privacy, to the extent feasible, in treatment and in caring for personal needs with consideration, respect and full recognition of his or her dignity and individuality.
5. A patient is entitled to receive adequate and appropriate care and to receive, from the appropriate individual with the facility, information about his or her medical condition, proposed course of treatment and prospects for recovery in terms that the patient can understand unless medically contraindicated as documented by the attending physician in the medical record.
6. A patient is entitled to participate in decisions about the scope of treatment, including the establishment of goals and expected outcomes. This includes the right to refuse treatment to the extent provided by law and to be informed of the consequences of that refusal. When a refusal of treatment prevents a health facility or its staff from providing appropriate care according to ethical and professional standards, the relationship with the patient may be terminated upon reasonable notice.
7. A patient is entitled to exercise his or her rights as a patient and as a citizen and to this end may present grievances or recommend changes in policies and services on behalf of himself, herself or others to the facility staff, to the government officials, or to another person of his or her choice within or outside the facility, free from restraint, interference, coercion, discrimination or reprisal. A patient is entitled to information about the facility's policies and procedures or initiation, review and resolution of patient complaints. If you would like to submit a formal complaint, please obtain the proper form from the receptionist.
8. A patient is entitled to information concerning an experimental procedure proposed as part of his or her care and shall have the right to refuse to participate without jeopardizing his or her continuing care.
9. A patient is entitled to receive and examine an explanation of his or her bill regardless of the source of payment and to receive, upon request, information relating to financial assistance available through the facility.
10. A patient is entitled to know who is responsible for and who is providing his or her direct care, is entitled to receive information concerning his or her continuing health needs and alternatives for meeting these needs.
11. A patient is entitled to associate and have private communications and consultations with his or her physician, attorney or any other person of his or her choice, unless medically contraindicated as documented by the attending physician in the medical record. The patient's civil and religious liberties, including the right to be infringed and the facility shall encourage and assist in the fullest possible exercise of these rights. A patient may meet with, and participate in, the activities of social, religious and community groups at his or her discretion, unless medically contraindicated as documented by the attending physician in the medical record.
12. A patient is entitled to be free from mental and physical abuse.

13. A patient is entitled to be free from performing services for the facility that are not included for therapeutic purposes in the plan of care.
14. A patient is entitled to information about the health facility rules and regulations affecting patient care and conduct.
15. A patient is entitled to know under which circumstances Reach O & P does not need to obtain patient's consent or provide the patient the opportunity to agree or object to use the disclosure of the patient's Protected Health Information.
  - For uses and disclosures as required by law.
  - For certain public health activities (such as the reporting of disease)
  - To a health oversight agency for oversight activities authorized by law (audits, licensure, inspections, etc)
  - For certain judicial and administrative proceedings (or example in response to a court order, or to a subpoena, or discovery request)
  - For certain law enforcement purposes (such as grand jury subpoena, request by law official during an investigation)
  - In the provision of care to inmates
  - To victims of a crime
  - For specialized government functions (such as military missions or lawful intelligence, counterintelligence, or national security activities)
  - To comply with worker's compensation laws
  - For identification and location purposes (i.e.- location of patient's room in hospital)
  - Research
  - To a coroner, medical examiner or funeral director to assist the recipient in performing his or her legal duties
  - To an organ procurement organization in order to facilitate donation or transplantation
  - To prevent or lessen a serious and imminent threat to the health and safety of an individual or the public
  - Fundraising (can only use patient's demographic data and dates of healthcare)
16. If you would like to request or amend your Protected Health Information (PHI), please contact the Patient Services Representative.
17. Emergency service is available 24 hours a day, 7 days a week by calling the current facility phone number. This will include situations in which a device is causing harm to the patient.

### **Patient Responsibilities**

1. A patient is responsible for following the health facility rules and regulations affecting patient care and conduct.
2. A patient is responsible for providing complete and accurate medical history.
3. A patient is responsible for making it known whether he or she clearly comprehends a contemplated course of action and the things he or she is expected to do.
4. A patient is responsible for following the recommendations and advice prescribed in a course of treatment by the physician.
5. A patient is responsible for providing information about unexpected complications that arise in an expected course of treatment.
6. A patient is responsible for being considerate of the rights of other patients and health facility personnel and property.
7. A patient is responsible for providing the health facility with accurate and timely information concerning his or her sources of payment and ability to meet financial obligations.