

Patient Bill of Rights

Access to Care

Patients have the right to.....

impartial access to treatments
that are available and medically necessary.

Respect and Dignity

Patients have the right to.....

considerate, respectful, high-quality medical care.

know that they will not experience discrimination because of their nationality, ethnic and cultural traditions, religious preferences or lifestyle choices.

Confidentiality / Privacy

Patients have the right to.....

expect their medical care and record to be treated with confidentiality, in HIPAA compliance.

Personal Safety / Privacy

Patients have the right to.....

expect reasonable safety in the clinic.

expect that their personal privacy be respected.

Identity

Patients have the right to.....

know the identity and professional status of those individuals providing care and services.

Information / Communication Patients and guardians have the right to.....

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receive information regarding their diagnosis, treatment alternatives and expected outcomes.

request and receive an explanation of any charges they may be held responsible for.

access their medical record.

an interpreter if they do not speak or understand English.

Participation / Consent Patients have the right to.....

participate in the decisions about their care.

include their family and significant others in decisions about their care.

gain necessary information to give their informed consent prior to any procedure or treatment.

file an Advance Directive for Healthcare with the expectation that it will be honored.

Refusal of Treatment

Patients have the right to.....

refuse care or treatment and be informed of the medical consequences.

Consultation

Patients have the right to.....

request a consultation with a specialist.

request a second opinion.

Patient's Responsibilities

*obtain a current referral from their primary care physician if required by their insurance

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plan.

*notify insurance company of any scheduled inpatient or outpatient surgeries.

*provide accurate and complete information about their health history.

*comply with instructions and treatment plans and accept responsibility for the outcome if they do not follow the instructions.

*show consideration for other patients, clinic staff and its property.

*assure that financial obligations are met as promptly as possible.

*relay concerns about their quality of care.

Grievance Procedure

If you feel your rights have been violated, you may discuss your concerns with your doctor, nurse or any service provider.

If you feel your concern is not resolved to your satisfaction through this informal process, you have a right to file a written grievance and submit it to the clinic manager.