



## **Your Rights and Responsibilities as a Patient**

We recognize you have rights while receiving medical care. In return, you have responsibilities as a patient.

### **A patient, patient representative or surrogate has the right to:**

- Receive information about rights, patient conduct and responsibilities in language and manner the individual can understand.
- Be treated with respect, courtesy and dignity.
- Be given appropriate personal privacy.
- Have disclosures and records treated confidentially, and be given the opportunity to approve or refuse release of records (except when release is required by law).
- Be given the opportunity to participate in decisions involving his/her health care, except when participation is contraindicated for medical reasons.
- Receive care in a safe setting.
- Be free from all forms of abuse, neglect or harassment.
- Exercise his or her rights, without being subject to discrimination or reprisal, to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, physical disability, or source of payment.
- Voice complaints and grievances, without reprisal.
- To the degree known, complete information concerning diagnosis, evaluation and treatment; and know who is providing services and who is responsible for the care. When the patient's medical condition makes it inadvisable or impossible, the information is provided to a person designated by the patient or to a legally authorized person.
- Exercise rights and respect for property and persons, including the right to:
  - Voice grievances regarding treatment or care that is (or fails to be) furnished.
  - Be fully informed about a treatment or procedure and expected outcome before it is performed.
  - Have a person appointed under state law to act on the patient's behalf if the patient is adjudged incompetent under applicable state health and safety laws by a court of proper jurisdiction. If a state court has not adjudged a patient incompetent, any legal representative designated by the patient in accord with state law may exercise the patient's rights to the extent allowed.
- Refuse treatment to the extent permitted by law and be informed of medical consequences of this action.
- Know if medical treatment is for experimental research, and to give his/her consent or refusal to participate in such experimental research.
- Change primary or specialty physicians or dentists if other qualified physicians or dentists are available.
- A prompt and reasonable response to questions and requests.
- Know what support services are available, including if an interpreter is available if he/she does not speak English.
- Receive, upon request and prior to treatment, a reasonable estimate of charges for medical care, and knowledge of whether the facility accepts the Medicare assignment rate.
- Receive a copy of a reasonably clear and understandable itemized bill, and upon request have charges explained.
- Formulate advance directives, appoint a surrogate to make health care decisions on his/her behalf to the extent permitted by law, and provide a copy to the facility for placement in his/her medical record.
- Review the facility policy on advance directives.
- Be informed of the physicians with ownership in the facility.
- Have properly credentialed and qualified health care professionals provide patient care.

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### **A patient, patient representative or surrogate is responsible for:**

- Providing a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours following discharge, unless specifically exempted by his/her provider.
- To the best of his/her knowledge, providing accurate and complete information about his/her health, present complaints, past illnesses, hospitalizations, all medications (including over the counter products and dietary supplements) and any allergies, sensitivities or other matters relating to his/her health.
- Accept personal financial responsibility for any charges not covered by his/her insurance.
- Following the treatment plan recommended by his/her health care provider.
- Be respectful of all health providers, staff and other patients.
- Providing a copy of information you wish us to know about the patient's durable power of attorney, health care surrogate or other advance directive.
- His/her actions if he/she refuses treatment or does not follow the health care provider's instructions.
- Reporting unexpected changes in his/her condition to the health care provider.
- Reporting to his/her health care provider whether he/she comprehends a contemplated course of action and what is expected of him/her.
- Keeping appointments.

### **Complaints**

Please contact us if you have a question or concern about your rights or responsibilities. We wish to provide you with excellent service, including answering your questions and responding to your concerns. You can ask any of our staff to help you contact our Administrative Director, or call 818.863.4225.

You may also choose to contact the accrediting agency, Accreditation Association for Ambulatory Health Care, Inc. (AAHC), 5520 Old Orchard Road, Suite #200, Skokie, IL 60077, 847.853.6060.

If you are covered by Medicare, you may choose to contact the Medicare Ombudsman at 1-800-MEDICARE (800-633.4227) or online at [www.Medicare.gov/ombudsman/resources.asp](http://www.Medicare.gov/ombudsman/resources.asp). The Medicare Ombudsman's role is ensuring Medicare beneficiaries receive the information and help needed to understand Medicare options and to apply Medicare rights and protections.