

Patient Rights and Responsibilities

Patient rights

1. High quality, medical care, without discrimination, that is compassionate and respects personal dignity, values and beliefs.
2. Participate in and make decisions about their care and pain management, including refusing care to the extent permitted by law. Care providers (doctor, nurse, etc.) will explain the medical consequences of refusing recommended treatment.
3. Have illness, treatment, pain, alternatives and outcomes be explained in an understandable manner, with interpretation of services needed.
4. Treatments, communications and medical records kept private to the extent permitted by law.
5. Access to medical records in a reasonable timeframe, to the extent permitted by law.
6. Full information regarding charges; counseling on the availability of known financial resources for health care.
7. Access to an advocacy or protective service agencies and a right to be free from abuse.
8. Forum for having concerns and complaints addressed; and guarantee that sharing concerns and complaints will not compromise access to care, treatment and services.

Patient responsibilities

1. Partner with the provider/medical home staff in establishing a collaborative relationship to address patient's personal health and health behavior issues.
2. Keep scheduled appointments or cancel in advance if at all possible.
3. Contact provider first for all medical issues, other than emergencies perceived to be life-threatening or with potential to permanently impair health status.
4. Report changes in condition or symptoms, and keep medical record up to date, including information on all over-the-counter medications and dietary supplements (such as vitamins, herbal supplements, etc.)
5. Share concerns and questions, need and priorities.
6. Identify personal life goals and establish care management plans, including clearly identified self-management goals and responsibilities.
7. Take the medicine prescribed.
8. Read information from provider, and ask questions if help or clarification is needed.
9. Meet financial obligations.