

PATIENT RIGHTS AND RESPONSIBILITIES

We respect your rights as a patient and recognize that you as an individual have unique healthcare needs. Therefore, we respect your personal dignity and want to provide care based upon your individual needs. Not only do you have rights and responsibilities, but these rights and responsibilities also apply to the people who are legally responsible for making your healthcare decisions. These people may include parents of patients under the age of 18, legal guardians and those you have given decision-making responsibility in a Durable Power of Attorney for Health Care.

YOUR RIGHTS

- The right to communicate with family members and/or significant others.
- The right to considerate and respectful care, regardless of race, color, religion, sex, age, physical or mental handicap or national origin. A patient shall not be subjected to: Abuse; Neglect; Exploitation; Coercion; Manipulation; Sexual abuse; Sexual assault; Seclusion; Restraint, if not necessary to prevent imminent harm to self or others; Retaliation for submitting a complaint to the Department or another entity; misappropriation of personal and private property by an outpatient treatment center's personnel member, volunteer or student. +
- The right to a quiet, restful and healing environment.
- The right to agree to treatment before your physician begins any procedure or test.
- The right to know about any specific procedure or treatment, including possible risks and other choices.
- The right to complete, up-to-date information about your diagnosis and treatment.
- The right to make decisions with your physician about your health care, including the right to accept or refuse care as permitted by law. (If you do refuse treatment, your physician should explain the medical consequences to you.) A patient or the patient's representative, except in an emergency, may either consent to or refuse treatment, and may refuse or withdraw consent to treatment before treatment is initiated. +
- The right to prepare a Living Will and/or appoint a person to make healthcare decisions for you as permitted by law.
- The right to have your legally authorized representative make healthcare decisions for you if you become incompetent according to law, or if your physician decides that you can't understand proposed treatment(s) or procedures, or if you can't communicate your wishes regarding your treatment.
- The right to know that you will not be discriminated against or your treatment limited based upon whether or not you decide to prepare a Living Will or Durable Power of Attorney for Health Care.
- The right to participate in discussions about any ethical issues affecting your care.
- The right to personal privacy. We will discuss your case or exam only with healthcare providers caring for you and other authorized persons.
- The right to the privacy of your medical records. Without your consent, we will not release your medical record unless authorized by law or to those responsible for paying all or part of your bill. You have the right to restrict the release of your medical information. Except as otherwise permitted by law, patient has the right to provide written consent to the release of the patient's: Medical records; Financial records. +
- The right to examine and receive an explanation of your bill, regardless of the source of payment.
- The right to express concerns about any aspect of your care without fear of retaliation. Our procedure for sharing your concerns is available upon request.
- The right to be informed of the center's policy on healthcare directives and the patient complaint process. +
- The right to consent to photographs of the patient before a patient is photographed except that a patient may be photographed when admitted to an outpatient treatment center for identification and administrative purpose. +

YOUR RESPONSIBILITIES

- Give your physician and the staff complete and accurate information about your condition and care.
- Follow your physician's orders and instructions and the staff's instructions for your care.
- If you have a Living Will or a Durable Power of Attorney for Health Care, you should periodically review it with your family physician and the person you have selected to represent you.
- Bring an updated copy of your Living Will or Durable Power of Attorney for Health Care to be placed in your medical record at the time of registration.
- Accept responsibility for refusing treatment or not following your physician's recommendations. Ask your physician about the risks and consequences for refusal prior to making decisions.
- Be considerate of other patients for privacy and quiet.
- Observe the non-smoking policy.
- Supply insurance information and pay your bill promptly so we can continue to serve you and the community effectively.