



PATIENTS' BILL OF RIGHTS AND RESPONSIBILITIES

RIGHTS

1. **Medical Care.** The right to quality care and treatment consistent with available resources and generally accepted standards. The patient has the right also to refuse treatment to the extent permitted by law and government regulations, and to be informed of the consequences of his or her refusal. When concerned about the care received, the patient has a right to request review of the adequacy of care.
2. **Respectful Treatment.** The right to considerate and respectful care, with recognition of his or her personal dignity.
3. **Privacy and Confidentiality.** The right, within law and military regulations, to privacy and confidentiality concerning medical care.
4. **Identity.** The right to know, at all times, the identity, professional status, and professional credentials of health care personnel, as well as the name of the health care provider primarily responsible for his or her care.
5. **Explanation of Care.** The right to an explanation concerning his or her diagnosis, treatment, procedures, and prognosis of illness in terms the patient can be expected to understand. When it is not medically advisable to give such information to the patient, the information should be provided to appropriate family members, or in their absence another appropriate person.
6. **Informed Consent.** The right to be advised in non-clinical terms of information needed to make knowledgeable decisions on consent or refusal for treatments. Such information should include significant complications, risks, benefit, and alternative treatments available.
7. **Safe Environment.** The right to care and treatment in a safe environment.
8. **The right to be informed of the facilities rules and regulations that relate to patient or visitor conduct.** The patient should be informed about smoking rules and should expect compliance with those rules from other individuals. Patients are entitled to information about the mechanism for the initiation, review and resolution of patient complaints.

RESPONSIBILITIES

1. **Providing Information.** The responsibility to provide, to the best of his or her knowledge, accurate and complete information about complaints, past illness, hospitalizations, medications and other matter relating to his or her health. A patient has the responsibility to let his or her primary health care provider know whether he or she understands the treatment and what is expected of him or her.
2. **Respect and Consideration.** The responsibility for being considerate of the rights of other patients and the clinic's health care personnel and for assisting in the control of noise and smoking. The patient is responsible for being respectful of the property of other persons and of the facility.
3. **Compliance with Medical Care.** The responsibility for complying with the medical and treatment plans, including follow-up care, recommended by health care providers. This includes keeping appointments on time and notifying the clinic when appointment cannot be kept.
4. **Reporting of Patient Complaints.** The responsibility for helping the clinic by providing recommendations, questions, or complaints to the Clinic Administrator in person, in writing or by telephone.