

Patient Rights and Responsibilities

Department: CHCP	Policy number: 102
Section: Patient Rights	Effective date: 9-06
Title: Patient Rights and Responsibilities	<input checked="" type="radio"/> Non-clinical <input type="radio"/> Clinical
Approved by: Dr. K. Berger	Review date: 11-2015 Revision date:

You Have the Right To...

Respectful Treatment

- Be provided care without regard to your race, culture, color, sexual orientation, religion, spirituality, sex, marital status, national origin, or disability, and to have your individuality respected.
- Be treated kindly and respectfully by the entire staff.
- Receive considerate and high quality care.
- Have a safe environment within the office and freedom from abuse or harassment.
- Be informed of your rights as our patient and to freely discuss any issue you may have.

Your Participation in Decisions Regarding Your Healthcare

- Know the name of the physician or healthcare professional responsible for your care.
- Be informed regarding your illness, course of treatment, risks vs. benefits and potential outcomes of health care decisions as well as your right to accept or refuse medical or surgical treatment.
- Ask your physician for complete, current information concerning your diagnosis, treatment, alternatives of care and treatment, and prognosis in terms you can understand.
- Receive responses to your questions for services from physicians and office personnel.
- Make decisions regarding your health care that honors your unique needs.
- Have your appointed surrogate speak for you, if you are unable to participate.

- Know that health care professionals have gone through a credentialing process
- This facility does not honor Advanced Directives. However, if you are transferred to a hospital, they will be notified that you have Advanced Directives.

Privacy & Confidentiality of Your Medical Information

- Have privacy concerning your own medical care, treatment, examinations, and medical information.
- Have your personal privacy respected and honored.
- Review your medical record and have the information explained, except where restricted by law.
- Review your medical information, and if you are too sick, it will be available to your chosen surrogate decision-maker on your behalf.
- Expect that all communications and records about your care will be held confidential by the physician and the staff.

Continued Care upon Discharge

- Receive information about your continued care after you leave our office.
- Receive a call from our staff the following day to check your progress.
- Receive a call within a week for results and follow up care.

Financial Information

- Have your statement explained to you.
- Have been informed of fees for service and payment policies.
- Work out a payment plan if you are unable to pay in full at the time of service.

Voice your Concerns or Suggestions

Know that you can contact our office to resolve problems, offer suggestions or file grievance problems, and to answer any questions you may have about your care by calling 757-412-4919 and speaking directly to the office manager or Dr Berger. We will get back to you within 72 hours.

Your Responsibilities as Our Patient are to:

- Provide all members of the healthcare team with the necessary personal and medical history required for your treatment.
- Be considerate and respectful of your healthcare team.
- Actively participate in your care, cooperating with and following the directives of your healthcare team.
- Be respectful and considerate of other patients.
- Ask if you do not understand any aspect of your care, and to request more information, if you need it.
- Tell your physician if you are not able or willing to follow the treatment plan recommended for you.
- Make certain we have correct information regarding your medical insurance and demographic information.
- Accept personal financial responsibility for any charge not covered by insurance.
- Provide a responsible adult to transport you home from our facility

Please see Policy 103 on how to file a grievance