Title: Patient Rights & Responsibilities

Clinical Policy: New _____________
Revised ___X____
Reviewed_________

Purpose: To ensure awareness of patient rights and responsibilities as it applies to patients, their families, caregivers, and significant others.

Effective Date: 01/31/2014

POLICY

Patient Rights

1. Patients have the right to be treated with courtesy and respect, and to receive appropriate medical care.

2. Patients have the right to choose their healthcare provider and if no specific healthcare provider is chosen one will be appointed to them. If their healthcare provider leaves the practice, the patient will have the opportunity to choose another primary care provider.

3. We are committed to treating patients in a manner that preserves their dignity, autonomy, self-esteem, civil rights, and involvement in their own care.

4. Patients have the right to expect that their privacy and safety will be protected, and information regarding their care will be treated confidentially.

5. As applicable, each patient or patient representative is provided with a clear explanation of care including: diagnosis, treatment plan, right to refuse or accept care, advance directive options, organ donation and procurement information and an explanation of the risks and benefits associated with available treatment options.

6. If a patient has an ethical dilemma, he or she should be advised of the availability of ethics consultation services.

7. MMG employees must never access or disclose confidential information that violated the privacy rights of our patients.

8. No MMG employee, affiliated physician, or other healthcare partner has a right to access, use, or disclose any patient’s information other than that necessary to perform his or her job.

9. Patient specific information is not released or discussed with others unless it is authorized by law, by the patient’s written consent, or by departmental policies.

10. The patient has the right to expect that within its capacity, the health center must make reasonable response to the request of a patient for services. The center must provide evaluation services and/or referrals as

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indicated by the urgency of the case. When medically permissible, a patient may be transferred to another physician or the treatment facility only after the patient has received complete information and an explanation of the needs for alternatives to such a transfer.

11. The patient has the right to obtain information concerning any relationship between the physicians and other health care and/or educational providers insofar as those relationships have any impact upon the patient’s care. The patient has the right to obtain information as to the existence of any professional relationships among the individuals, by name, which is providing care to the patient.

12. The patient has the right to be advised if the physician proposed to engage in or perform human experimentation affecting the patient’s care or treatment. The patient has the right to refuse to participate in such research projects.

13. The patient has the right to examine and receive an explanation of the patient’s bill regardless of the source of payment.

14. The patient has the right to know what health center rules and regulations apply to the patient conduct as a patient.

15. The patient has the right to formulate advance directives and appoint a surrogate to make health care decisions on the patient’s behalf to the extent permitted by law.

16. The patient or designated representative has the right to participate in the consideration of ethical issues that arise during the course of treatment.

17. If the patient has been adjudicated incompetent, the patient’s guardian, next of kin or legally authorized responsible party has the right to exercise, to the extent permitted by law, the rights delineated on behalf of the patient.

18. The patient has the right to receive information, at the time of the visit, about available services, the health center’s patients rights’ policy as well as the mechanisms for initiating, review and when possible, resolution of patient complaints concerning the quality of care.

19. The patient has the right to review the records pertaining to his/her medical care and to have the information explained or interpreted as necessary, except when restricted by law.

20. Patients will be provided language access, auxiliary aids and plain language material upon request or documented need.

21. Patients will receive current information concerning their diagnosis, treatment, and prognosis in terms they can understand. When patients are incapable of understanding this information, it must be made available to the appropriate person making decisions on their behalf. Competent patients have the right to exclude any or all family members from participating in their care decisions.

22. Patients will be involved in their care planning and treatment and participate in decisions regarding his/her care. Patients experiencing pain will participate in the development of an individualized treatment plan mutually established by patient and/or patient’s family (as appropriate or requested by patient), and members of the health care team.
23. Patients will receive the information necessary to give informed consent to any elective treatment or procedure, including information about the Patients diagnosis and prognosis, proposed procedure or treatment, the medically significant risks involved, the benefits likely to be gained, the probable duration and anticipated recuperation period involved in the treatment. Patients will also receive information concerning medically significant alternatives for care and treatment.

**Patient Responsibilities**

1. Patients have a responsibility to provide or make available pertinent information, past or present, relating to their health status. Patients should let the physician staff know immediately if they do not understand any matter relating to their diagnosis, care and treatment, or to instructions with which they cannot comply. Patients have a responsibility to keep appointments, or telephone the health center when they cannot keep a scheduled appointment.

2. Patients are responsible for telling their doctors and other caregivers if they expect problems in following prescribed treatment

3. A person's health depends on much more than health care service. Patients are responsible for recognizing the impact of their lifestyle on their personal health.

4. Patients have the responsibility to be considerate of other patients and to see that their escorts are considerate as well.

5. Patients have a responsibility to make prompt arrangements for payment of bills and to be prompt in asking questions they may have concerning their bills.

6. Patients are also responsible for ensuring that the provider has a copy of their written advance directive if they have one.

7. Patients are responsible for giving necessary information for insurance claims and for working with the hospital to make payment arrangements, when necessary.
SCOPE

This policy applies to all patients, their families, caregivers, and significant others of MMG patients.

REQUIREMENTS

All patients are issued Code of Conduct Policy handout when signing on as MMG patient. (See below)
EXCEPTIONS
No exceptions to this policy

RELATED POLICIES
Narcotics Agreement Policy

RIGHT TO CHANGE OR TERMINATE POLICY

The MedStar Medical Group President has the final sign off authority on all policies. Changes in policy must be reviewed and approved by the leadership of the disciplines affected as well as any applicable committees that are responsible for oversight of the clinical practice prior to final sign off by the MMG President and the Chief Privacy Officer.

Reference:


Approved By: ___________________________ 

Original date 2.12.12
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<tr>
<th>Additional Signature Information:</th>
<th>Catherine A Zimmerer MSN RN, Director Quality/Education</th>
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<td>Dr. Edward Miller, President</td>
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