

# Patient Rights and Responsibilities

## PATIENTS HAVE THE RIGHT

- To expect quality care and efficient access to primary health care.
- To be treated with respect, consideration and dignity.
- To have all physical examinations, interviews and discussions about their care to take place privately and to have all communications and records about their care handled confidentially.
- To have information presented to them in their native language or have the ability to use interpretation services so they can understand what is being communicated to them.
- To the assurance of confidentiality when they approve or refuse the release of medical information.
- To receive information about the Wellness Centers services, care providers and organizational policies.
- To have their pain assessed and addressed.
- To participate in all decisions involving care and treatment, including the right to refuse any drug, procedure, test or treatment.
- To appoint someone to help with care decisions if they cannot make those decisions for themselves.
- To receive information about advance directives.
- To voice complaints about the care provided or about the organization.
- To know if the provider is participating in teaching programs, research and/or experimental programs and to refuse to participate in such programs.
- To have access to medical records in accordance with Federal and State laws.
- To change medical providers (depending upon availability) if they so choose.

## PATIENTS HAVE THE RESPONSIBILITY

- To provide accurate and complete information to the Wellness Center's professional staff regarding health status, history, etc. This includes all medications - prescribed and/or over the counter.
- To provide information regarding allergies or sensitivities.
- To inform the provider about any living will, medical power of attorney or other directive that could affect your care.
- To follow instructions and guidelines given to you by those providing your health care.
- To inform the provider or support staff if you do not understand your diagnosis or treatment plan.
- To be respectful of all providers and support staff.
- To keep your appointment or notify the center at least 24 hours in advance if you are unable to keep your appointment.
- To inform the Wellness Center when you have a complaint or concern.