

Patient Rights and Responsibilities

- **POLICY:** Arcare, its clinical subsidiaries and DBAs, does not discriminate on the basis of sex, race, age, political affiliations, national origin, or religious preference in any consideration of patients.

STATEMENT

- **Providing Information:** Patients/families are responsible for providing the most accurate and complete information concerning their condition including past medical history and services received from other health care providers.
- **Access to Information:** Patients have the right to obtain complete and current information regarding diagnosis and treatment unless it is determined to be medically inadvisable to give such information. In this case, the information will be made available to an appropriate person on the patient's behalf. The patient has the right to examine and receive an explanation of his bill regardless of the source of payment. The patient/family will help the organization improve its understanding of patient needs and expectations by providing feedback concerning clinic services.
- **Treatment Consent/Refusal:** The patient has the right to be involved in treatment decision-making and self-management. This includes receiving information necessary to give informed consent prior to the start of any procedure or treatment. Information will be provided on medically significant alternative care or treatment (when it exists). Patients have the right to appropriate assessment and management of pain.

Patients/families are responsible for following the plan of care; expressing concerns regarding their ability to comply; and understanding the consequences of not complying. If a patient does not understand proposed care, he/she is responsible for making this known. The patient has the right to refuse treatment to the extent permitted by law. Patients are responsible for outcomes if they do not follow the plan of care. Patients will be provided with information about Advance Directives and assistance when requested.

- **Confidentiality:** The patient has the right to every consideration of privacy concerning medical records. All records and communications pertaining to medical care will be confidential. Those not directly involved in the patient care must have the permission of the patient to be present.
 - **Continuity of Care:** The patient has the right to expect a reasonable response from the clinic to requests for services. Arcare is responsible for coordinating patient care across multiple care settings and will provide services or referrals as indicated by the urgency of the case. Patients have the right to select a primary care provider and to request consultations by other providers. The patient has the responsibility to comply with follow-up care and appointments as prescribed by the provider.
 - **Rules:** Patients and family must follow the organization's rules and regulations governing patient care and conduct. Patients are responsible for co-pays for services rendered as well as charges not paid or denied by insurance.
 - **Respect and Consideration:** The patient has the right to considerate and respectful care. Patients and family must show consideration to other patients and staff as well as respecting the property of others and of the organization.
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