

## Patient Rights and Responsibilities

**Huntington Health Physicians** is committed to providing high quality care and to help improve your health. We believe that you, our patients, have certain rights concerning your care, and certain responsibilities to help us provide you with the best care possible.

### *Patient Rights:*

1. Patients have the right to receive equitable, unbiased, considerate, and respectful care and to be treated with courtesy and dignity in a clean, smoke-free environment.
2. Patients have the right to receive treatment without discrimination over race, color, religion, sex, national origin, disability/handicap, or sexual orientation.
3. Patients have the right to know the names of all physicians and staff who care for them and the functions they will perform for them.
4. Patients have the right to obtain information about their illness, their treatment, and their prognosis in terms and language they understand.
5. Patients have the right to receive as much information as they may need to have about any proposed treatment or procedure, the risks involved, and alternatives to those procedures, in order to give informed consent to receive this treatment, except in an emergency.
6. Patients have the right to be treated according to their wishes expressed on their Durable Power of Attorney for Health Care or other legal health care directives.
7. Patients have the right to refuse treatment and to be made aware of the risks and outcomes regarding their health should they refuse treatment.
8. Patients have the right to an assurance of privacy in their medical care. Case discussion, consultation, examination, and treatment will be conducted confidentially. Patient health information and medical records will be treated confidentially and will be read only by individuals directly involved in their care, by individuals monitoring quality of care, or by other individuals only with the patient's written consent.
9. Patients have the right to refuse to take part in any research projects. If they decide to participate, patients have the right to be given a full explanation of the research and to withdraw from the project at any time.
10. Patients have the right to know fees in advance. Patients have the right to examine and receive an explanation of the charges, regardless of the source of payment.
11. Patients have the option to inquire about or to obtain a second opinion.
12. Patients have the right to a reasonable response to any reasonable request for service.
13. Patients have the ability to have their complaints addressed, and to receive an appropriate response.
14. Patients have the right to receive information and advice, upon request, relating to their spiritual and emotional health.
15. Patients have the right to receive information regarding rules, policies, and responsibilities that apply to their conduct as a patient.
16. Patients have the right to make recommendations regarding the organization's member rights and responsibilities.

### *Patient Responsibilities:*

1. Patients are responsible for being considerate of the rights of others, both of property and persons.
2. Patients are responsible for providing, to the best of their knowledge, accurate and complete information about present conditions, past illness, hospitalizations, medications, and other matters relating to their health.
3. Patients are responsible for identifying themselves to the office staff at the time of their appointment, and for notifying the physician and the physician office when unable to keep the appointment.
4. Patients are responsible for informing their physician of changes in symptoms of their condition and for following the recommended treatment plan.
5. Patients are responsible for asking questions in order to understand the procedure or treatment, risks involved, and alternatives of care.
6. Patients are responsible for giving their health care providers a copy of their health care directives, (i.e., Durable Power of Attorney for Health Care) and for notifying their providers and physicians of any changes.
7. Patients are responsible for their decisions if they refuse treatment or do not follow their health care providers' instructions.
8. Patients are responsible for respecting the privacy of other patients. Patients are responsible for notifying the physician and physician office in writing of their desire to obtain their own medical record.
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10. Patients are responsible for assuring that the financial obligation of their health care is met as promptly as possible.