

Patient Bill of Rights and Responsibilities

Patient Bill of Rights

Achieve Health, its providers, and its staff fully support and advocate a Patient Bill of Rights with the expectation that observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, his, her, or their provider, and the clinic as a whole.

- A patient has the right to respectful, good quality care and high professional standards that are continually maintained and reviewed and given by competent personnel.
- A patient has the right, upon request, to be given the name of his/her/their provider, the names of all other providers directly participating in their care, and the names and function of other health care persons having direct contact with the patient.
- A patient has the right to every consideration of their privacy concerning his/her/their own medical care program. All medical records pertaining to their medical care are treated as confidential except as otherwise provided by law or third party contractual arrangements. Case discussion, consultation, examination, and treatment are considered confidential and should be conducted discreetly.
- A patient has the right to know what Achieve Health rules and regulations apply to his/her/their conduct as a patient.
- The patient has the right to full information in layman's terms, concerning his/her/their diagnosis, treatment, and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give such information to the patient, the information shall be given on their behalf to the patient's next of kin or appropriate person.
- The patient has the right to full participation in his/her/their health care plan and will be encouraged to do so whenever possible.
- Except for emergencies, the health care provider must obtain the necessary consent prior to the start of any procedure or treatment, or both.
- A patient has the right to refuse any drugs, treatment, or procedure offered by the physician, to the extent permitted by law, and the physician shall inform the patient of the medical consequences of the patient's refusal of any drugs, treatment, or procedure.
- A patient has the right to assistance in obtaining consultation with another physician at his/her/their request and expense.
- A patient has the right to medical and nursing services without discrimination based upon race, color, religion, sex, sexual preference, national origin, or source of payment.

- Achieve Health shall provide the patient, upon request, access to all information contained in his/her/their medical records, unless the attending physician specifically restricts access for medical reasons or is prohibited by law.
- The patient has the right to examine and receive a detailed explanation of his/her/their bill and full information and counseling on the availability of known financial resources for their health care.
- The patient has the right to be informed of their continuing health care requirements and the means for meeting them.
- The patient cannot be denied the right of access to an individual or agency authorized to act on their behalf to assert or protect the rights set out in this section.
- The patient has the right to every consideration of the spiritual and cultural variable, which may influence his/her/their perception of illness and treatment, and to have his/her/their continuing psychosocial needs considered in planning care and treatment.
- The patient has the right to execute an advance medical directive and to expect that it will receive maximal consideration to the extent permitted by law.
- The patient has the right to expect that their guardian, next of kin, or legally authorized responsible person will be able to exercise all the rights delineated on behalf of the patient in the following circumstances: a. if the patient has been adjudicated incompetent in accordance with the law b. if the patient is found by his/her/their provider to be mentally incapable of understanding the proposed treatment or procedure c. if the patient is unable to communicate his/her/their wishes regarding treatment if the patient is a minor
- A patient has the right to be informed of his/her/their rights at the earliest possible moment in the course of their medical care.

Patient Responsibilities

Just as Achieve Health firmly believes in the rights of the patient, equally we recognize that patients must exercise responsibility as a recipient of health care services.

These responsibilities are as follows:

Provision of Information

The patient has the responsibility to provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his/her/their health. The patient has the

responsibility to report unexpected changes in his/her/their condition to the responsible practitioner. A patient is responsible for indicating whether he/she/they clearly comprehends his/her/their health care plan and what is expected of them.

Compliance with Instructions

The patient is responsible for following the treatment plan recommended by the practitioner responsible for his/her/their care. This may include following the instructions of nurses, medical assistants and other health care personnel as they carry out the plan of care, implement the responsible practitioner's orders, and enforce the rules and regulations of Achieve Health. The patient is responsible for keeping appointments and, when unable to do so for any reason, for notifying Achieve Health in a timely manner.

Refusal of Treatment

The patient is responsible for his/her/their actions if he/she/they refuses treatment or does not follow the practitioner's instructions.

Charges

The patient is responsible for assuring that the financial obligations of his/her/their health care are fulfilled as promptly as possible.

Achieve Health Rules and Regulations

The patient is responsible for following Achieve Health rules and regulations affecting patient care and conduct.

Respect and Consideration

The patient is responsible for being considerate of the rights of other patients and Achieve Health personnel. The patient is responsible for being respectful of the property of other persons and of Achieve Health.