

## **AS A PATIENT, YOU HAVE THE RIGHT TO:**

1. Considerate, respectful care at all times and under all circumstances with recognition of your personal dignity.
2. Competent, caring healthcare providers who act as your advocates.
3. Impartial access to treatment regardless of race, color, sex, national origin, religion, handicap, or disability.
4. Be Free from any act of discrimination or reprisal.
5. Receive care in a safe setting.
6. Be free from all forms of abuse or harassment.
7. Personal and informational privacy.
8. Confidentiality of records and disclosures. Except when required by law, you have the right to approve or refuse the release of records.
9. Information concerning your diagnosis, treatment, and prognosis, to the degree known. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.
10. If a patient is adjudged incompetent under applicable State Laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State Law to act on the patient's behalf.
11. If a state court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with State Law may exercise the patient's rights to the extent allowed by State Law.
12. Know the identity and professional status of individuals providing service.
13. Change providers if other qualified providers are available.
14. The opportunity to participate in decisions involving your healthcare.
15. Make decisions about medical care, including the right to accept or refuse medical or surgical treatment.
16. Be fully informed about the treatment or procedure and the expected outcome before it is performed.
17. Adequate education regarding self-care at home written in language you can understand.
18. Report any comments concerning the quality of services provided to you during the time spent at the facility and receive fair follow-up on your comments.
19. Voice grievances regarding treatment of care that is, or fails to be, provided.
20. File a grievance with the facility by contacting the Medical Director, Dr. Porter at (530) 272-3428.

21. Report any complaints to State Representative: California Department Public Health Services (CDPH) 126 Mission Ranch Blvd. Chico, CA 95926; Phone: 530-895-6711; Toll Free 1-800-554-0350, Quality Improvement Organization 1-800-MEDICARE (633-4227); Website is [www.medicare.gov](http://www.medicare.gov) or [www.cms.hhs.gov/center/ombudsman.asp](http://www.cms.hhs.gov/center/ombudsman.asp) , or call AAAHC at 847-853-6060; Website is [info@AAAHC.org](mailto:info@AAAHC.org)
22. Receive an itemized bill for all services.
23. Know about any business relationships among the facility, healthcare providers, and others that might influence your care or treatment.

### **AS A PATIENT, YOU ARE RESPONSIBLE FOR:**

1. Providing, to the best of your knowledge, accurate and complete information about your present health status and past medical history and reporting any unexpected changes to the appropriate physician(s).
2. Providing a complete list of prescription and non-prescription medications and any allergies or sensitivities.
3. Following the treatment plan recommended by the primary physician involved in your case.
4. Providing an adult to transport you home after surgery and an adult to be responsible for you at home for the first 24 hours after surgery.
5. Indicating whether you clearly understand a contemplated course of action and what is expected of you and ask questions when you need further information.
6. Your actions if you refuse treatment, leave the facility against the advice of the physician, and/or do not follow the physician's instructions relating to your care.
7. Ensuring that the financial obligations of your healthcare are fulfilled as expediently as possible.
8. Providing information about and/or copies of any living will, power of attorney, or other directive that you desire us to know about.
9. Being respectful of all healthcare providers and staff as well as other patient.

