



PATIENT'S RIGHTS AND RESPONSIBILITIES

Purpose Patients are encouraged to read this document to understand their rights at PHS. If you have any concern about your rights, please ask any staff member to contact a PHS Manager or Director for assistance.

Civil Rights

Patients have the right to considerate and respectful treatment in an environment free from harm.

Patients seeking services shall not be denied, suspended or terminated from services or have services reduced for exercising any of their rights.

Discrimination

Patients have the right to receive services regardless of age, sex, race, creed, color, religion, ethnic origin, ancestry, marital status, physical or mental disability, gender preference, veteran status, source of payment for care or criminal record.

Patients may receive services without regard to one's ability to pay; if you are unable to pay the full fee for services, a sliding fee scale is available to you. You may examine and receive an explanation of your bill of services. No recipient of services is presumed legally incompetent except as determined by a court.

Patients have the right to present any complaint or grievance on matters pertaining to services received, or any perceived or actual violation of rights.

Treatment

A recipient of services shall be provided with adequate and humane care and in the least restrictive environment, pursuant to an individualized service plan. When appropriate, a recipient's nearest kin or guardian shall be involved in the treatment/service plan.

Patients have the right to know of the variety of services that may be available and to participate in the planning of treatment.

Patients have the right to obtain from their physician(s) information concerning their diagnosis, treatment, and prognosis that is relevant, current and in terms and a language they can understand.

Patients have the right to know the name of physicians, nurses, and other health care providers involved in care and the professional relationships of their physicians and other healthcare providers.

Patients have the right to be provided informed consent prior to the start of a treatment procedure and to discuss and request information related to the treatment and/or procedure. Such information includes: a description of the procedure, the risks or possible side effects, the possible length of recuperation, and alternate courses of treatment and their associated risks and benefits.

Patients may refuse treatment at any time, and patients have the right to be informed of the consequences resulting from the refusal of treatment. Seclusion will not be used as a means of intervention for any recipient services.

Patients have the right to request, receive, and examine an explanation of any bill for services and be informed of available payment methods.

Patients have the right to access to written and verbal communication and access to an interpreter if they do not speak English or are hearing impaired. Be informed of policies and practices related to care, treatment, and responsibilities and be informed of and have access to our system for resolving complaints and hearing concerns.

Confidentiality

Patients will receive confidential treatment; all clinical records and client information are protected by law, regulations and center policies. For the purposes of funding, certification, licensure, audit, research or other legitimate purpose, your clinical record may be used by the person conducting the review to the extent that is necessary to accomplish the purpose of the review.

Patients have the right to all aspects of care such as consultations, examinations, treatment and communication conducted to protect privacy. Patients may have a person of his/her own sex with them during parts of treatment; request a transfer to another room to maintain privacy, confidentiality or avoid unreasonable disturbance; and refuse the presence of, observation by or involvement in care by medical, nursing, or other healthcare students. Patient information released to or requested from other sources requires your written consent. Patient records that are subpoenaed by court order do not require your signature for release of information.

Patients have the right to review, and obtain a copy of their clinical record in accordance with PHS's policy.

PHS Responsibility

In the case of suspected child abuse or neglect, PHS is required by the Abused and Neglected Child Reporting Act to report any suspected incidents of neglect or abuse. PHS also has the ethical obligation to report suspected maltreatment of senior citizens or adults. If at any time patients present a clear and present danger to yourself or to others, PHS's staff may release information that is required to protect you or others.

PHS will restrict or terminate delivery of services to patients who have been evaluated and determined as posing a serious physical threat to staff or others.

Patient Responsibilities

The effectiveness of care and satisfaction with the visit and treatment depend, in part, on the patient's fulfilling certain responsibilities. Patients have a responsibility to:

1. Provide, to the best of your knowledge, accurate and complete information about matters relating to your health care.
2. Cooperate with the staff caring for you, including participating effectively in decision making and to ask questions if you do not fully understand any instructions or information.
3. Provide your provider with your written Advanced Directive (if you have one) and inform your surrogate decision maker and/or those whom you have entrusted Advanced Directive of your wishes concerning your future healthcare.
4. Inform your provider and other caregivers if you think you will have problems in following the prescribed treatment plan.
5. Along with your family and friends, be considerate and respectful of other patients, personnel, medical staff, and property.
6. Provide necessary information for billing and to assure that the financial obligations for your care are fulfilled as promptly as possible and when necessary, making payment arrangements.
7. Recognize the impact of your personal lifestyle on your personal health.
8. Contact a nurse, provider, or staff member if you have concerns with or questions about our care.