

PATIENT RIGHTS AND RESPONSIBILITIES

Each patient receiving care at this center has the right to:

1. Exercise his/her rights without being subjected to discrimination or reprisal
2. Be treated with respect, consideration and dignity
3. Be provided with appropriate privacy
4. When the need arises, reasonable attempts are made for health care professionals and other staff to communicate in the language or manner primarily used by patients
5. Patients are provided, to the degree known, information concerning their diagnosis, evaluation, treatment and prognosis. When it is medically inadvisable to give such information to a patient, the information is given to a person designated by the patient or to a legally authorized person.
6. Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
7. Voice grievances regarding treatment or care that is or fails to be furnished
8. Respectful care given by competent personnel with consideration of their privacy concerning medical care
9. Be given the name of their attending physician, the names of all other physicians directly assisting in their care, and the names and functions of other health care personnel having direct contact with the patient.
10. The right to change providers if other qualified providers are available
11. Have the right to know the center's Advance Directive Policy and have a copy of their Advance Directive or living will be included with his/her medical record in the event transfer to an acute care facility becomes necessary
12. Have documented in a prominent place in their medical record the presence or absence of an Advance Directive
13. Expect emergency procedures, when necessary to be implemented without delay.
14. Expedient and professional transfer to another facility when medically necessary and to have their responsible person and the acute care facility notified before transfer
15. Submit verbal and/or written grievance and to have the grievance investigated by a person in authority at the center, documentation of the existence, submission and investigation and disposition of any grievance will be reported within a designated time limit.
16. Know what center rules apply their conduct
17. Absence of clinically unnecessary diagnostic or therapeutic procedures
18. Treatment that is consistent with their clinical impression or working diagnosis
19. Good quality care and high professional standards that are continually reviewed and maintained
20. An increased likelihood of desired health outcomes
21. Receive a second opinion concerning the proposed surgery if requested
22. Accessible and available health services; information on after hours and emergency care
23. Give informed consent to the physician prior to the start of the procedure
24. Be advised of participation in a medical care research program or donor program; A patient may refuse to be involved in or continue in a program that he /she has previously given consent to.
25. Refuse drugs or procedures and have a physician explain the medical consequences of the drugs/and or procedures
26. Services without discrimination based on age, race, color, religion, sex, national origin, disability or source of payment.
27. Have records pertaining to their medical care treated as confidential and except where required by law, patients are given the opportunity to approve or refuse their release.
28. Receive appropriate and timely follow-up information of abnormal findings and tests
29. Receive appropriate and timely referrals and consultations
30. Receive information regarding continuity of care
31. Information of center fees for services provided
32. Information on the absence of malpractice insurance
33. The credentials of health care professionals
34. Services available at the organization, provisions for after- hours care, fees for services provided and payment policies

Patient Responsibilities

Prior to receiving care, patients are informed of patient responsibilities. These responsibilities require the patient to:

1. Provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over the counter products and dietary supplements, and any allergies or sensitivities
2. Follow the treatment plan prescribed by his/her provider and participate in his/her care
3. Provide a responsible adult to transport him/her home from the center and remain with him/her for 24 hours, if required by his/her provider.
4. Provide the center with all medical information which may have a direct effect on the providers at the center
5. Provide the center with all information regarding third party insurance companies
6. Accept personal financial responsibility for any charges not covered by his/her insurance
7. Be respectful of all health care professional and staff, as well as other patients.
8. Inform his/her provider about any living will, medical power of attorney, or other directive that could affect his/her care

If you have any complaint or grievance, please ask to see the Center Administrator or the Medical Director. If you are not satisfied with the resolution of your complaint or grievance, you may contact:

Virginia Department of Health

9960 Mayland Drive, Suite 401

Richmond, Va. 23230-1463

Phone # 1-800-955-1819

Or

www.cms.hhs.gov/center/ombudsman.asp