

- I) Patients are entitled to effective pain relief, safely provided through a variety of pharmacological and non-pharmacological methods.
- J) Patients are entitled to exercise their rights as patients/residents and as citizens and may present grievances or recommend changes in policies and services free from restraint, interference, coercion, discrimination, or reprisal. Patients are entitled to information about the office's policies and procedures for initiation, review, and resolution of complaints.
- K) Patients are entitled to information concerning an experimental procedure proposed as a part of their care and shall have the right to refuse to participate in the experiment without jeopardizing continuing care.
- L) Patients are entitled to receive and examine an explanation of the bill regardless of the source of payment except where prohibited by law, and to receive, upon request, information relating to financial assistance available through other local agencies.
- M) Patients are entitled to know the identity and professional status of the individuals providing the service. Patients also have the right to know of the existence of any professional relationships among the individuals who are involved in treatment. Patient/resident participation in clinical training programs or in gathering of data for research is voluntary, unless required by law. Patients are entitled to receive information concerning continuing health needs and to be involved in the discharge planning if appropriate.
- N) Patient civil and religious liberties shall not be infringed upon, and the office shall encourage and assist in the exercise of these rights. When patients do not understand the language, access to an interpreter will be provided if possible.
- O) Patients may meet with and participate in the activities of social, religious, and community groups at their discretion unless medically contraindicated as documented by the attending physician in the medical record.
- P) Patients are entitled to information about the office's rules and regulations affecting care and conduct.
- Q) Patients are entitled to request a physician consultant at the patient's expense.
- R) Patients are entitled to receive from the physician all the information necessary to give informed consent prior to the start of a procedure or treatment. Except in emergencies, the information should include the explanation of the procedure or treatment, medical risks, probable duration or incapacitation, and alternative modes of treatment if they exist.
- S) Patients are entitled to be treated courteously and may ask questions and receive answers about the care being given.

### **Patient Responsibilities**

- A) In providing care, the medical practice expects the behavior of patients, relatives and friends to be reasonable and responsible, and considerate of the rights of other patients and medical office personnel and property.
- B) Patients have the responsibility to provide, to the best of their ability, accurate and complete information concerning present complaints and past matters relating to their health.
- C) Patients are responsible for following the prescribed treatment plan and for keeping appointments.
- D) Patients are responsible for making it known whether they clearly comprehend a contemplated course of action and the things they are expected to do where possible.
- E) Patients are responsible for providing information about unexpected complications that arise in an expected course of treatment where possible.
- F) Patients are responsible for the medical consequences upon refusal of the prescribed treatment.
- G) Patients are responsible for providing the health facility with accurate and timely information concerning their sources of payment and ability to meet financial obligations.
- H) Patients have a responsibility to meet with medical office representatives in order to facilitate appropriate payment that they and the medical office are entitled.
- I) Understanding that there are cultural differences, patients have the responsibility to accept care from the appropriate caregiver regardless of race, religion, national origin, gender, age, disability, marital status, or sexual preference.

An individual shall not be criminally or civilly liable for failure to comply with the above rights and responsibilities.

### **Sensory Impaired and Limited English Proficiency**

This medical practice will make available, upon request, to its sensory-impaired patients and/or those with Limited English Proficiency (LEP) appropriate auxiliary aids including interpreters, assistive listening devices, etc. These auxiliary aids will be made available whenever complex communication is necessary between the patient and health care provider.

### **Advance Directives**

All medical offices are required to ask each patient 18 years or older who presents to the medical office if they have Advance Directives. An Advance Directive is a document that states your wishes for medical treatment should you become unable to make these decisions. There are two types of Advance Directives: The Durable Power of Attorney for Health Care and The Living Will.