



PATIENT'S RIGHTS AND RESPONSIBILITIES

As a patient you have certain rights and responsibilities. We recognize that a respectful relationship between the healthcare provider and the patient is the foundation of proper medical care. Copies of this statement are available to you upon request.

Patients have the rights to:

- Receive human care and treatment with respect and consideration.
- Confidentiality of your health records.
- Privacy and confidentiality when seeking or receiving care except for life threatening conditions or situations.
- Be informed of and to exercise the option to refuse to participate in any research aspect of your care without compromising access to medical care and treatment.
- Receive accurate information concerning diagnosis, treatment, risks involved and prognosis of an illness or health related condition.
- Ask for reasonable alternatives to care.
- A second professional opinion regarding one's health care and treatment.
- Participate actively in decisions regarding one's health care and treatment.
- Accessible information regarding the scope and availability of services.
- Be informed about any legal reporting requirements regarding any aspect of screening or care.
- To file complaints and appeals with impunity.
- To encourage family involvement of care.

Patients have the responsibility to:

- Provide complete information about one's illness/problem, to enable proper evaluation and treatment.
- Ask questions so that an understanding of the condition or problem is ensured,
- Show respect to health personnel and other patients.
- Reschedule/cancel appointment so that another person may be given that time slot.
- Pay bills or file health claims in a timely manner.
- Use prescription or medical devices for oneself only.
- Inform the practitioner(s) if one's condition worsens or an unexpected reaction occurs from a medication.