

YOUR RIGHTS AND RESPONSIBILITIES AS A PATIENT OUTREACH HEALTH SERVICES, INC.

As a patient, you have certain rights and responsibilities. We feel that if you understand them, you can contribute to the effectiveness of your treatment and to the quality of patient care. The following is a basic list of PATIENTS'S RIGHTS and RESPONSIBILITIES which reflect our concern and commitment to you as a patient and a human being. This list refers to all patients, parents, or guardians (if the patient is a newborn child, adolescent), or a legally authorized representative.

As a patient, parent, or guardian, you have the following RIGHTS:

- ❖ RESPECT AND DIGNITY
- ❖ PRIVACY AND CONFIDENTIALITY
- ❖ EVALUATION AND REASSESSMENT OF PAIN AND PAIN RELIEF MEASURES
- ❖ INVOLMENT IN YOUR TREATMENT PLAN
- ❖ ACCEPT OR REFUSE TREATMENT
- ❖ INTERPRETER IF NEEDED FOR EXPLANATION OF YOUR RIGHTS
- ❖ QUALITY CARE: CONSULT CLINICAL MANAGER WHEN CONFLICTS ARISE WITHOUT FEAR OF COMPROMISING FUTURE CARE
- ❖ IDENTIFICATION/STATUS OF ALL HEALTHCARE PERSONNEL PROVIDING SERVICE TO YOU
- ❖ SAFE AND COMFORTABLE ENVIRONMENT OF CARE

As a patient, parent, or guardian, you also have the following RESPONSIBILITIES:

- ❖ ASK QUESTIONS WHEN YOU DO NOT UNDERSTAND YOUR ILLNESS OR TREATMENT
- ❖ PROVIDE ACCURATE AND COMPLETE INFORMATION TO YOUR PHYSICIAN OR CAREGIVERS
- ❖ FOLLOW YOUR PRESCRIBED PLAN OF TREATMENT
- ❖ COMPLY WITH CENTER RULES WHICH CONSIDER THE RIGHTS OF CENTER PERSONNEL AND OTHER PATIENTS (SMOKING POLICY)
- ❖ RESPECT FOR CENTER AND OR PATIENT PROPERTY
- ❖ PROVIDE NECESSARY INFORMATION TO PROCESS YOUR BILL WITH YOUR INSURANCE AND MAKE PAYMENTS WHEN NECESSARY

