

Patient Rights and Responsibilities



Patients Have the Right...

- ❖ **To expect quality care and efficient access to primary health care.**
- ❖ **To be treated with respect, consideration and dignity.**
- ❖ **To have all physical examinations, interviews and discussions about their care to take place privately and to have all communications and records about their care handled confidentially.**
- ❖ **To the assurance of confidentiality when they approve or refuse the release of medical information.**
- ❖ **To receive information about the Wellness Centers services, care providers and organizational policies.**
- ❖ **To have their pain assessed and addressed.**
- ❖ **To participate in all decisions involving care and treatment, including the right to refuse any drug, procedure, test or treatment.**
- ❖ **To appoint someone to help with care decisions if they cannot make those decisions for themselves.**
- ❖ **To receive information about advance directives.**
- ❖ **To voice complaints about the care provided or about the organization.**
- ❖ **To know if the provider is participating in teaching programs, research and/or experimental programs and to refuse to participate in such programs.**
- ❖ **To have access to medical records in accordance with Federal and State laws.**

Patients Have the Responsibility...

- ❖ **To provide accurate and complete information to the Wellness Center's professional staff regarding health status, history, etc. This includes all medications - prescribed and/or over the counter.**
- ❖ **To provide information regarding allergies or sensitivities.**
- ❖ **To inform the provider about any living will, medical power of attorney or other directive that could affect your care.**
- ❖ **To follow instructions and guidelines given to you by those providing your health care.**
- ❖ **To inform the provider or support staff if you do not understand your diagnosis or treatment plan.**
- ❖ **To keep your appointment or notify the center at least 24 hours in advance if you are unable to keep your appointment.**
- ❖ **To inform the Wellness Center when you have a complaint or concern.**