

Patient Rights and Responsibilities

The patient has the right to:

- Receive the care necessary to help regain or maintain his or her maximum state of health and, if necessary, cope with death.
- Expect personnel who care for the patient to be friendly, considerate, respectful and competent through education and experience, as well as perform the services for which they are responsible with the highest quality of service.
- Expect full recognition of individuality, including personal privacy in treatment and care. In addition, all communications and records will be kept confidential.
- Complete information, to the extent known by the physician, regarding diagnosis, treatment, procedure and prognosis, as well as alternative treatments or procedures and the possible risks and side effects associated with treatment and procedure.
- Be fully informed of the scope of services available at the facility, provisions for after-hours emergency care and related fees for services rendered.
- Be a participant in decisions regarding the intensity and scope of treatment. If the patient is unable to participate in those decisions, the patient's rights shall be exercised by the patient's designated representative or other legally designated person.
- Make informed decisions regarding his or her care.
- Refuse treatment to the extent permitted by law and be informed of the medical consequences of such a refusal. The patient accepts responsibility for his or her actions should he or she refuse treatment or not follow the instructions of the physician or facility.
- Approve or refuse the release of medical records to any individual outside the facility, except in the case of transfer to another health facility, or as required by law or third-party payment contract.
- Be informed of any human experimentation or other research/educational projects affecting his or her care or treatment and can refuse participation in such experimentation or research without compromise to the patient's usual care.
- Express grievances/complaints and suggestions at any time and be informed of procedure to do so when requested.
- Expect the facility to establish a process for prompt resolution of patient grievances.
- Assistance in changing primary or specialty physicians or dentists if other qualified physicians or dentists are available.
- Provide patient access to and/or copies of his or her individual medical records.
- Be informed of the facility's policy regarding advance health care directives/living wills. If requested, be given State advance directive health care forms.
- Be informed of credentialed health care providers educational background and professional licensure verification if requested.
- Be fully informed before any transfer to another facility or organization and ensure the receiving facility has accepted the patient transfer.
- Express those spiritual beliefs and cultural practices that do not harm or interfere with the planned course of medical therapy for the patient.
- Expect the facility to agree to comply with Federal Civil Rights laws that assure it will provide interpretation for individuals who are not proficient in English. The facility presents information in manner and form, such as TTY, large print materials, Braille, audio tapes and interpreters, that can be understood by hearing impaired and sight impaired individuals.
- Access to treatment without regard to race, ethnicity, national origin, color, creed/religion, sex, age, mental disability, or physical disability. Any treatment determinations based on person's physical status or diagnosis will be made on the basis of medical evidence and treatment capability and not on the basis of fear or prejudice.
- Have an initial assessment and regular reassessment of pain.

- Education of patients and families, when appropriate, regarding their roles in managing pain, as well as potential limitations and side effects or pain treatment, if applicable.
- Be free from all forms of abuse or harassment.
- Receive care in safe setting.
- Have their personal, cultural, spiritual and/or ethnic beliefs considered when communicating to them and their families about pain management and their overall care.

The patient is responsible for:

- Being considerate of other patients and personnel and for assisting in the control of noise and other distractions.
- Respecting the property of others and the facility.
- Reporting whether he or she clearly understands the planned course of treatment and what is expected of him or her.
- Keeping appointments and, when unable to do so for any reason, notifying the facility and physician.
- Providing caregivers with the most accurate and complete information regarding present complaints, past illnesses and hospitalizations, medications, unexpected changes in the patient's condition or any other patient health matters.
- Observing prescribed rules of the facility during his or her stay and treatment and, if instructions are not followed, forfeiting the right to care at the facility and is responsible for the outcome.
- Promptly fulfilling his or her financial obligations to the facility and agree to pay any expenses not covered by their insurance.
- Payment to facility for copies of the medical records the patient may request.
- Adhering to the treatment plan recommended by their doctor
- Arrange for a responsible adult to take them home and remain with them for 24 hours, if required by their physician
- Identifying any patient safety concerns.
- Tell their doctor about any living will, power of attorney, or other advance directives

You may contact the following entities to express any concerns, complaints or grievance you have

Center	Administration 415.892.1920
State Agency	Supervising Technician CA Department of Public Health Licensing & Certification Santa Rosa/Redwood Coast District 2170 Northpoint Parkway Santa Rosa, CA 9407 Complaints 866.784.0703
Medicare	Office of Medicare Beneficiary Ombudsman cms.hhs.gov/ombudsman/resources.asp
AAHC	Accreditation Association for Ambulatory Health Care 5250 Old Orchard Road, Suite 200 Skokie, Illinois 60077 847.853.6060