

1.0 PURPOSE

- 1.1 The purpose of this policy is to document CortiCare's policy on patient rights and responsibilities.

2.0 SCOPE

- 2.1 This Procedure applies to all patients for which services are provided by CortiCare. Depending on the clinical setting, not all rights and responsibilities are under the purview of CortiCare.

3.0 POLICY

- 3.1 Every patient shall have the right to:
- 3.1.1 Become informed of his/her rights as a patient in advance of, or when discontinuing, the provision of care. The patient may appoint a representative to receive this information should he/she so desire.
 - 3.1.2 Exercise these rights without regard to sex or cultural, economic, educational, or religious background or the source of payment for care.
 - 3.1.3 Considerate and respectful care, provided in a safe environment, free from all forms of abuse or harassment.
 - 3.1.4 Remain free from seclusion or restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
 - 3.1.5 Knowledge of the name of the physician who has ordered the test and/or who will be interpreting the test.
 - 3.1.6 Receive as much information about any proposed treatment or procedure as may be needed in order to give informed consent or to refuse the course of treatment.
 - 3.1.7 Full consideration of privacy concerning his/her medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discretely.
 - 3.1.8 Be advised as to the reason for the presence of any individual involved in his or her healthcare.
 - 3.1.9 Confidential treatment of all communications and records pertaining to his/her care. Written permission will be obtained before medical records can be made available to anyone not directly concerned with his/her care.
 - 3.1.10 Access information contained in his/her medical record within a reasonable time frame.
 - 3.1.11 Reasonable responses to any reasonable request he/she may make for service.
 - 3.1.12 Reasonable continuity of care.
 - 3.1.13 Be advised of the company grievance process, should he/she wish to communicate a concern regarding the quality of the care received.
 - 3.1.14 Examine and receive an explanation of the bill regardless of source of payment.
 - 3.1.15 Know which company rules and policies apply to his/her conduct while a patient.

- 3.1.16 Have all patient's rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
- 3.2 Every patient shall have the responsibility to:
 - 3.2.1 Provide accurate and complete information concerning his/her present complaints, past illnesses, hospitalizations, medications and other matters relating to health.
 - 3.2.2 Report perceived risks in their care and unexpected changes in their condition to their responsible practitioner.
 - 3.2.3 Ask questions when they do not understand what they have been told about the patient's care or what they are expected to do.
 - 3.2.4 Follow the treatment plan established by his/her physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.
 - 3.2.5 Keep appointments and for notifying the facility or physician when he/she is unable to do so.
 - 3.2.6 Account for his/her own actions should he/she refuse treatment or not follow the physician's orders.
 - 3.2.7 Assure that the financial obligations of the facility care are fulfilled as promptly as possible.
 - 3.2.8 Follow facility policies and procedures.
 - 3.2.9 Be considerate of the rights of other patients and staff.
 - 3.2.10 Be respectful of his/her personal property and that of other persons involved in their care.