

PATIENT RIGHTS

QUALITY CARE You have the right to quality care and treatment that are available and medically indicated, regardless of race, gender, national origin or religion.

RESPECT AND DIGNITY You have the right to considerate and respectful care, with recognition of your family's religious and cultural preferences.

PRIVACY AND CONFIDENTIALITY You have the right to privacy and confidentiality concerning medical care. This includes expecting any discussion or consultation about your care to be conducted discreetly and privately. You have the right to expect that your medical record be read only by people involved in your treatment or the monitoring of its quality and by other individuals only when authorized by you or your legally authorized representative.

IDENTITY You have the right to know the name and professional status of the individuals who provide your care and which practitioner is primarily responsible for your care.

INFORMATION You have the right to understand tests, medications, procedures and treatments, their risks, their benefits, their costs and their alternatives *prior* to consenting to the test, medication, procedure or treatment. You have the right to complete and timely information regarding your illness and known prognosis (expected outcome and unanticipated outcomes). You have the right to see and obtain a copy of your medical record.

REFUSAL OF TREATMENT You may refuse medical treatment within the extent permitted by law, and you have the right to be informed of the consequences of refusing that treatment.

ADVANCE DIRECTIVES You have the right to designate a representative to make health care decisions if you become unable to do so. You have the right to formulate an advance directive (living will and/or medical durable power of attorney), and to take part in ethical discussions pertinent to your care.

RESEARCH You have the right to be advised of research associated with your care. You have the right to refuse to participate in any research projects.

SAFE ENVIRONMENT You have the right to care and treatment in a safe environment and the right to protective services in cases of abuse.

CLINIC RULES AND REGULATIONS You have the right to be informed of the facility's rules and regulations that relate to your conduct as a patient and how patient complaints are initiated, reviewed, and resolved.

PAIN MANAGEMENT You have the right to the appropriate assessment and effective management of pain. You have the right to information about pain and pain relief measures.

JOINT COMMISSION

You have the right to address a concern regarding the care received. We encourage you to report it to your PCM, or you may contact the Patient Representative at 301-677-8836. If your concerns are not addressed to your satisfaction you may also report a complaint to The Joint Commission:

E-mail: complaint@jointcommission.org

Phone: 800-994-6610

Mail: The Joint Commission
One Renaissance Boulevard
Oakbrook terrace, IL, 60181

PATIENT RESPONSIBILITIES

MAINTAIN POSITIVE HEALTH PRACTICES

You have the responsibility to develop and maintain positive health practices: good nutrition, sleep and rest, exercise, positive relationships and stress management.

PROVIDING INFORMATION

You have the responsibility to give your physicians and health care providers accurate and complete information about your illness, the presence of pain, medical history and medications. You have the responsibility to communicate to your health care provider your understanding of your treatment and what is expected of you.

COMPLIANCE WITH MEDICAL CARE

You have the responsibility to follow your physician's and health care provider's recommendations to the best of your ability, and to ask questions if you have problems or concerns and work. You are responsible for keeping appointments, filling prescriptions, following through on health care instructions, and adhering to the guidelines of the clinic.

SUPERVISION OF UNDERAGE CHILDREN

There are inherent dangers in leaving children under eight years of age unsupervised in the waiting areas of the clinic, including injury to the child or other patients. You have the responsibility to arrange adequate childcare for your underage family members during your medical appointments.

RESPECT AND CONSIDERATION

You are responsible for treating our staff and other patients with respect, and consideration.

SMOKING POLICY

You will refrain from smoking while in the facility or within fifty feet of the building.

MEDICAL RECORDS

ALL MEDICAL RECORDS DOCUMENTING CARE PROVIDED BY ANY MILITARY MEDICAL TREATMENT FACILITY ARE THE PROPERTY OF THE U.S. GOVERNMENT. All medical records are required to be maintained at a Military Treatment Facility (MTF). If you must hand-carry your medical records to an appointment at another facility you are responsible for ensuring the records are promptly returned to the appropriate MTF.

REPORTING OF PATIENT COMPLAINTS

You are responsible for helping the command provide the best possible care to all beneficiaries. You should report any recommendations, questions or complaints to the designated patient representative.

FINANCIAL OBLIGATION

You are responsible for ensuring that the cost of your health care is promptly paid.

MAKING CHOICES

You have the responsibility to make choices in your own best interest based on a clear understanding of your medical care, its costs, risks and alternatives. You have the responsibility to ask for information on your illness, work with your health care provider to develop a treatment/pain management plan, to learn what you can and to do what you can to help maintain the best health possible.

PATIENT SAFETY

“Speak Up” to improve the quality of your health care.

Speak up if you have questions or concerns.

Pay attention to the care you are receiving.

Educate yourself about your diagnosis, medical test and treatment plan.

Ask a family member or friend to be your advocate.

Know what medications you take and why you take them.

Use a health care organization that is certified by JCAHO.

Participate in all decisions about your treatment.