



## **PATIENT RIGHTS AND RESPONSIBILITIES**

### **A. Access to Care**

Individuals shall be afforded impartial access to treatment that is available and medically indicated, regardless of race, creed, sex, national origin, religion, sexual orientation, disability, or source of payment. Free translation services are available.

### **B. Respect and Dignity**

The patient has the right to considerate, respectful care at all times, under all circumstances, with recognition of his personal dignity and worth.

### **C. Privacy and Confidentiality**

The patient has the right, within the law, to personal privacy and information privacy, as manifested by the right to:

1. Refuse to talk with or see anyone not officially connected with the clinic, including visitors, persons officially connected with the clinic but who are not directly involved in his care.
2. Wear appropriate personal clothing and religious or other symbolic items, as long as they do not jeopardize safety or interfere with diagnostic procedures or treatment.
3. To be interviewed and examined in surroundings designed to assure reasonable audiovisual privacy. This includes the right to have a person of one's own gender present during certain parts of a physical examination, treatment, or procedure performed by a health professional of the opposite sex; and the right not to remain disrobed any longer than is required for accomplishing the medical purpose for which the patient was asked to disrobe.
4. Expect that any discussion or consultation involving his/her case will be conducted discreetly and that individuals not involved in direct care will not be present without the permission of the patient.
5. Have his/her medical record read only by individuals directly involved in treatment or monitoring of quality, and by other individuals only on written authorization by the patient or that of his/her legally authorized representative.
6. Expect that all communications and other records pertaining to his care, including the source of payment for treatment, be treated as confidential.
7. Expect that information given to concerned family members or significant other legally qualified person, be delivered in privacy and with due consideration of confidentiality.

### **D. Personal Safety and Security**

The patient has the right to expect reasonable safety so far as the clinic practices and environment are concerned. Other safety and security measures include limited access to the facility through the use of electronic access cards and readers on exterior entrances, and the use of employee identification badges that are to be conspicuously displayed.

### **E. Identity**

The patient has the right to know the identity and professional status of individuals providing service and which physician or other practitioner is primarily responsible for his care. This includes the patient's right to know of the existence of any professional relationship among individuals who are treating him, as well as the relationship to any healthcare or educational institutions involved in his care. Participation by patients in research programs, or in the gathering of data for research purposes, shall be voluntary with signed informed consent.

### **F. Information**

1. The patient has the right to obtain from the practitioner responsible for coordinating his care, complete and current information concerning his diagnosis (to the degree known), treatment, and any known prognosis. This information should be communicated in terms the patient can be expected to understand. When it is not medically advisable to give such information to the patient, the information shall be made available to a legally authorized individual.
2. The patient has the right to formally access his medical records. Access may be obtained through the Patient Portal. Alternatively, the patient may complete the Authorization to Disclose Protected Health Information form which is then sent to the Office Manager for processing.
3. The patient may access, request an amendment to, and/or receive an accounting of disclosures of their own protected health information as permitted under applicable law.

### **G. Communication**

1. The patient has the right to access people outside the clinic through visitors.
2. When the patient does not speak or understand the predominant language of the community, or is hearing impaired, he/she shall have access to an interpreter if possible.

### **H. Consent**

1. The patient has the right to informed participation in decisions involving his/her health care. The patient shall not be subjected to any procedure without his/her voluntary, competent, and informed consent, or that of his/her legally authorized representative. Where medically significant alternatives for care or treatment exist, the patient shall be so informed.
2. The patient has the right to know who is responsible for authorizing and performing the procedures or treatment.
3. The patient may refuse treatment to the extent permitted by law. When refusal of treatment by the patient or his/her legally authorized representative prevents the provision of appropriate care in accordance with ethical and professional standards, the relationship with the patient may be terminated upon reasonable notice.



4. In life-threatening emergencies, where the patient is incompetent or unconscious, appropriate treatment may be administered without consent.

**I. Consultation**

The patient, at his/her own request and expense, has the right to consult with a specialist.

**J. Transfer and Continuity of Care**

The patient has the right to be informed by the responsible practitioner or his/her delegate of any continuing healthcare requirements following discharge from the clinic.

**K. Clinic Rules and Regulations**

The patient shall be informed of the clinic rules and regulations applicable to his/her conduct as a patient. The clinic's Notice of Privacy Practices is available from the Front Desk or can be found on the clinic website.

**L. Complaint Process**

The patient has the right to file a complaint regarding services and is entitled to information regarding the clinic's mechanism for the initiation, review, and resolution of such complaints. To file a complaint with the Office Manager, you may request a complaint form from a front office staff member. To file a complaint with Alabama Department of Public Health, you may contact them via telephone by calling the ADPH (Alabama Department of Public Health) Complaint Hotline at (800) 356-9596. The patient can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. This can be done electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Ave, SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 800-537-7697 (TDD), or complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**M. Patient Responsibilities**

Patients have the responsibility for:

1. Providing accurate and complete information about medical complaints, past illnesses, hospitalizations, medications, pain, and other matters relating to their health.
2. Following the treatment plan recommended by those responsible for their care.
3. Their actions if they refuse treatment or do not follow the healthcare team's instructions.
4. Seeing that their bills are paid as promptly as possible; following clinic rules and regulations.
5. Being considerate of the rights of other patients and clinic personnel.
6. Seeking information, and in the event, they have questions, asking them.