

# Patient Rights and Responsibilities

## Patient Rights

1. The patient has the right to considerate and respectful care.
2. The patient has the right to obtain from his physician complete current information concerning his diagnosis, treatment, and prognosis, in terms the patient can be reasonably expected to understand. When it is not medically advisable to give such information to the patient, the information should be made available to an appropriate person in his behalf. He has the right to know by name the physician responsible for coordinating his care.
3. The patient has the right to receive from his physician information necessary to give informed consent prior to the start of any procedure and/or treatment. Except in emergencies, such information for informed consent should include but not necessarily be limited to the specific procedure and/or treatment, the medically significant risks involved, and the probable duration of incapacitation. Where medically significant alternatives for care or treatment exist, or when the patient requests information concerning medical alternatives, the patient has the right to such information. The patient also has the right to know the name of the person responsible for the procedures and/or treatment.
4. The patient has the right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of his action.
5. The patient has the right to every consideration of his privacy concerning his own medical care program. Case discussion, consultation, examination, and treatment are confidential and should be conducted discreetly. Those not directly involved in this care must have the permission of the patient to be present.
6. The patient has the right to expect that all communications and records pertaining to his care should be treated as confidential.
7. The patient has the right to expect that within its capacity a health care organization must make reasonable response to the request of a patient for services. The health care organization must provide evaluation, service, and/or referral as indicated by the urgency of the case. When medically permissible, a patient may be transferred to another facility only after he has received complete information and explanation concerning the needs for and alternatives to such a transfer. The institution to which the patient is transferred must first have accepted the patient for transfer.
8. The patient has the right to obtain information as to any relationship of his health care organization to other health care and education institutions insofar as his care is concerned. The patient has the right to obtain information as to the existence of any professional relationships among individuals, by name, who are treating him.
9. The patient has the right to be advised if the health care organization proposes to engage in or perform human experimentation affecting his care or treatment. The patient has the right to refuse to participate in such research projects.
10. The patient has the right to expect reasonable continuity of care. He has the right to know in advance what appointment times and physicians are available and where. The patient has the right to expect that the health care organization will provide a mechanism

whereby he is informed by his physician or a delegate of the physician of the patient's continuing health.

11. The patient has the right to examine and receive an explanation of his bill regardless of source of payment.
12. The patient has the right to know what rules and regulations apply to his conduct as a patient.

### **Patient Responsibilities**

1. The patient is responsible for informing the health center staff of any changes in their health status that could affect their treatment.
2. The patient is responsible for adhering to the prescribed treatment plan and/or advising the health center staff of any intention/desire not to adhere to the prescribed treatment plan.
3. The patient is responsible for asking questions and seeking clarification regarding areas of concern.
4. The patient is responsible for completing the Clarion University/Keeling Health Center "Health Assessment Form."
5. The patient is responsible for acting in a considerate and respectful manner with health center staff.
6. The patient is responsible for making an appointment whenever possible.
7. The patient is responsible for keeping their scheduled appointments.
8. The patient is responsible for notifying the health center in the event they are unable to keep their appointment.
9. The patient is responsible for reading information provided by health center staff.
10. The patient is responsible for paying fees and charges associated with health center services.

Ref: Pa. Code, 28§103.22  
AAHC Standards