



Patient Rights and Responsibilities

Patients/Clients have the right to be treated with dignity and respect.

Patients/Clients have the right to fair treatment, regardless of race, ethnicity, creed, religious belief, sexual orientation, gender, age, health status, or source of payment for care.

Patients/Clients have the right to have their treatment and other patient information kept private. Only by law may records be released without patient permission.

Patients/Clients have the right to access care easily and in a timely fashion.

Patients/Clients have the right to a candid discussion about all their treatment choices, regardless of cost or coverage by their benefit plan.

Patients/Clients have the right to share in developing their plan of care.

Patients/Clients have the right to the delivery of services in a culturally competent manner.

Patients/Clients have the right to information about the organization, its providers, services, and role in the treatment process.

Patients/Clients have the right to information about provider work history and training.

Patients/Clients have the right to information about clinical guidelines used in providing and managing their care.

Patients/Clients have a right to know about advocacy and community groups and prevention services.

Patients/Clients have a right to freely file a complaint, grievance, or appeal, and to learn how to do so.

Patients/Clients have the right to know about laws that relate to their rights and responsibilities.

Patients/Clients have the right to know of their rights and responsibilities in the treatment process, and to make recommendations regarding the organization's rights and responsibilities policy.

Patients/Clients have the responsibility to treat those giving them care with dignity and respect.

Patients/Clients have the responsibility to give providers the information they need, in order to provide the best possible care.

Patients/Clients have the responsibility to ask their providers questions about their care.

Patients/Clients have the responsibility to help develop and follow the agreed-upon treatment plans for their care, including the agreed-upon medication plan.

Patients/Clients have the responsibility to let their provider know when the treatment plan no longer works for them.

Patients/Clients have the responsibility to tell their provider about medication changes, including medications given to them by others.

Patients/Clients have the responsibility to keep their appointments. Patients should call their providers as soon as possible if they need to cancel visits.

Patients/Clients have the responsibility to let their provider know about their insurance coverage, and any changes to it.

Patients/Clients have the responsibility to let their provider know about problems with paying fees.

Patients/Clients have the responsibility not to take actions that could harm others.

Patients/Clients have the responsibility to report fraud and abuse.

Patients/Clients have the responsibility to openly report concerns about quality of care.

Patients/Clients have the responsibility to let their provider know about any changes to their contact information (name, address, phone, etc).

Patients/Clients have the right and the responsibility to understand and help develop plans and goals to improve their health.