



### **Dignity & Respect**

- A patient has the right to be treated with courtesy and respect, with appreciation of his or her individual dignity, and with protection of his or her need for privacy;
- A patient has the right to be dealt with in a manner that is free from neglect or abuse, be it physical or mental;
- A patient has the right to have one's property or residence treated with dignity and care;
- A patient has the right to a prompt and reasonable response to questions and requests.

### **Services and Information**

- A patient has the right to selecting a healthcare provider, and to know who is providing medical services and who is responsible for his or her care;
- A patient has the right to be provided with official company identification by any persons who provide services to him or her;
- A patient has the right to know what patient support services are available, including whether an interpreter is available if he or she does not speak English;
- A patient has the right to know what rules and regulations apply to his or her conduct;
- A patient has the right to be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis;
- A patient has the right to receive services from the healthcare provider in a reasonable manner. This shall extend to the patient's request for other services customarily rendered by the healthcare provider to the extent the services do not require the approval of the patient's physician or are not inconsistent with the patient's treatment;
- A patient has the right to be given the opportunity to participate in the development and any subsequent modifications to the service or care plan for the client or patient, as provided by law and under a doctor's supervision;
- A patient has the right to be informed in advance about service or care provided, including the disciplines that furnish care and the frequency of visits;
- A patient has the right to be promptly informed of any modifications to the service/care plan previously disclosed;
- A patient has the right to be promptly informed of the need for and alternatives to a transfer if deemed necessary by the healthcare provider;
- A patient has the right to be informed of any financial benefits when referred to an organization by McQuade's Pharmacy or its representatives;
- A patient has the right to be fully informed of the service and care limitations of McQuade's Pharmacy;
- A patient has the right to examine any pertinent health care facility rules and regulations that specifically govern the patient's treatment;
- A patient has the right to be thoroughly informed in advance If the health care facility proposes to use the patient in any human experimentation project;

### **Records and Confidentiality**

- A patient has the right to request and receive the opportunity to examine or review one's medical records;
- A patient has the right to be provided with, upon request, the identities of all other health care and educational institutions that the healthcare provider has authorized to participate in the patient's treatment and the nature of the relationship between the institutions and the healthcare provider;
- A patient has the right to full confidentiality and privacy of one's medical records and protected health information;
- A patient has the right to be advised on McQuade's Pharmacy's policies and procedures regarding the disclosure of clinical records.

### **Consent and Refusal**

- A patient has the right to be given the opportunity to provide informed consent or refusal for the services, as well as any transfer or termination of service, except as otherwise provided by law;
- A patient has the right to receive professional information relative to the ramifications or consequences that will or may result due to refusal of services.

### **Charges**

- A patient has the right to be informed both orally and in writing of charges associated with services, including how such charges will be paid for by third parties, if applicable;
- A patient has the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care;



- A patient who is eligible for Medicare has the right to know, upon request and in advance of treatment, whether the healthcare provider accepts the Medicare assignment rate;
- A patient has the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care;
- A patient has the right to be provided with a summarized medical bill within thirty (30) days of discharge from the healthcare provider, and to receive, upon request, an itemized copy of his or her bill;
- No charge shall be made for furnishing a health record or part of a health record to a patient, his or her attorney or authorized representative if the record or part of the record is necessary for the purpose of supporting an appeal under any provision of the Social Security Act, 42 U.S.C. § 301 et seq., and the request is accompanied by documentation of the appeal or a claim under the provisions of the Workers' Compensation Act, chapters 29 – 38 of title 28. The provider shall furnish a health record requested pursuant to this section within thirty (30) days of the request.

#### **Access**

- A patient has the right to impartial access to medical treatment or accommodations, regardless of age, race, sex, religion, ethnic origin, sexual preference or physical/mental handicap or source of payment;
- A patient has the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment;
- A patient has the right to know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such experimental research;
- A patient has the right to express grievances regarding any violation of his or her rights, as stated in state law, through the grievance procedure of the health care provider or health care facility which served him or her and to the appropriate state licensing agency.

#### **Grievances**

- A patient has the right to be given the means and opportunity to voice grievances or complaints regarding treatment or care, lack of respect of property or to recommend changes in policy, staff, or service/care without restraint, interference, coercion, discrimination, or reprisal;
- A patient has the right to have grievances or complaints regarding treatment or care that is or fails to be furnished, or lack of respect of property formally investigated;

#### **Responsibilities**

- A patient is responsible for providing to the health care provider, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his or her health;
- A patient is responsible for reporting unexpected changes in his or her condition to the health care provider;
- A patient is responsible for reporting to the health care provider whether he or she comprehends a contemplated course of action and what is expected of him or her;
- A patient is responsible for following the treatment plan recommended by the health care provider.
- A patient is responsible for keeping appointments and, when he or she is unable to do so for any reason, for notifying the health care provider or health care facility;
- A patient is responsible for his or her actions if he or she refuses treatment or does not follow the health care provider's instructions;
- A patient is responsible for assuring that the financial obligations of his or her health care are fulfilled as promptly as possible;
- A patient is responsible for following health care facility rules and regulations affecting patient care and conduct;
- A patient is responsible for utilizing the rental equipment only for the purpose for which it is intended. It is the patient's responsibility to follow the instructions of the doctor/therapist/company representative and to be honest about his/her understanding of the equipment or therapy. The company takes no responsibility for situations occurring due to misuse or lack of compliance;
- The patient is responsible for the care and maintenance of rental equipment. The patient will not modify or alter the equipment in any way. The patient agrees to give access to representatives of the equipment company for the purposes of maintenance, operational checks, repair, replacement and pick up. He/she will contact the equipment company immediately if he/she perceives the equipment to be unsafe or malfunctioning.