



PATIENT BILL OF RIGHTS & RESPONSIBILITIES

The Primary Health Network (PHN), Board of Directors, Medical Staff and Administration fully support and advocate a Patient Bill of Rights with the expectation that observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, his physician, and the PHN organization.

1. A patient has the right to respectful, good quality care and high professional standards that are continually maintained and reviewed and given by competent personnel.
2. A patient has the right, upon request, to be given the name of his/her attending physician, the names of all other providers directly participating in his care, and the names and function of other health care persons having direct contact with the patient.
3. A patient has the right to every consideration of his privacy concerning his/her own medical care program. All medical records pertaining to his medical care are treated as confidential except as otherwise provided by law or third party contractual arrangements. Case discussion, consultation, examination, and treatment are considered confidential and should be conducted discreetly.
4. A patient has the right to know what PHN rules and regulations apply to his/her conduct as a patient.
5. The patient has the right to full information in layman's terms, concerning his/her diagnosis, treatment, and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give such information to the patient, the information shall be given on his behalf to the patient's next of kin or appropriate person.
6. The patient has the right to full participation in his/her health care plan and will be encouraged to do so whenever possible, including appropriating assessment and management of pain.
7. Except for emergencies, the health care provider must obtain the necessary consent prior to the start of any procedure or treatment, or both.
8. A patient has the right to refuse any drugs, treatment, or procedure offered by the physician, to the extent permitted by law, and the physician shall inform the patient of the medical consequences of the patient's refusal of any drugs, treatment, or procedure.
9. A patient has the right to assistance in obtaining consultation with another physician at his/her request and expense.
10. A patient has the right to medical and nursing services without discrimination based upon race, color, religion, sex, sexual preference, national origin, or source of payment.
11. The patient who does not speak English should have access, where possible, to an interpreter.

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12. PHN shall provide the patient, upon request, access to all information contained in his/her medical records, unless the attending physician specifically restricts access for medical reasons or is prohibited by law.
13. The patient has the right to examine and receive a detailed explanation of his/her bill and full information and counseling on the availability of known financial resources for his health care.
14. The patient has the right to be informed of his continuing health care requirements and the means for meeting them.
15. The patient cannot be denied the right of access to an individual or agency authorized to act on his behalf to assert or protect the rights set out in this section.
16. The patient has the right to every consideration of the spiritual and cultural variable, which may influence his/her perception of illness and treatment, and to have his/her continuing psychosocial needs considered in planning care and treatment.
17. The patient has the right to consult the Medical Director for resolving conflicts in decision-making concerning his/her care.
18. The patient has the right to execute an advance medical directive and to expect that it will receive maximal consideration to the extent permitted by law.
19. The patient has the right to expect that his/her guardian, next of kin, or legally authorized responsible person will be able to exercise all the rights delineated on behalf of the patient in the following circumstances:
 - a. if the patient has been adjudicated incompetent in accordance with the law
 - b. if the patient is found by his/her physician to be mentally incapable of understanding the proposed treatment or procedure
 - c. if the patient is unable to communicate his/her wishes regarding treatment if the patient is a minor
20. A patient has the right to be informed of his/her rights at the earliest possible moment in the course of his medical care.
21. The public may contact the Joint Commission's Office of Quality Monitoring to report any concerns or register complaints about a Joint Commission-accredited health care organization by either calling 800-994-6610 or e-mailing complaint@jointcommission.org.



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Patient Responsibilities

Just as the Primary Health Network (PHN) firmly believes in the rights of the patient, equally we recognize that patients must exercise responsibility as a recipient of health care services.

These responsibilities are as follows:

Provision of Information

A patient has the responsibility to provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his/her health. He has the responsibility to report unexpected changes in his/her condition to the responsible practitioner. A patient is responsible for indicating whether he/she clearly comprehends his/her health care plan and what is expected of them.

Compliance with Instructions

A patient is responsible for following the treatment plan recommended by the practitioner responsible for his care. This may include following the instructions of nurses and other health care personnel as they carry out the plan of care, implement the responsible practitioner's orders, and enforce the rules and regulations of The Primary Health Network. The patient is responsible for keeping appointments and, when he is unable to do so for any reason, for notifying the appropriate PHN practitioner's office.

Refusal of Treatment

The patient is responsible for his actions if he refuses treatment or does not follow the practitioner's instructions.

PHN Charges

The patient is responsible for assuring that the financial obligations of his health care are fulfilled as promptly as possible.

PHN Rules and Regulations

The patient is responsible for following PHN rules and regulations affecting patient care and conduct.



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Respect and Consideration

The patient is responsible for being considerate of the rights of other patients and PHN personnel. The patient is responsible for being respectful of the property of other persons and of PHN.