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Category: Administration & Governance	Reviewed Date(s):

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PURPOSE:

Patient rights are to be respected by every Open Door Community Health Centers staff person. This policy delineates those patient rights.

POLICY:

Every patient in our Health Center has the right to:

- Be treated with dignity and respect.
- Know the names of the staff providing services and the educational background of their Primary Care Provider.
- Have privacy and confidentiality of their medical record while maintaining their right to access, amend, and know to whom their records were disclosed while understanding we will disclose certain records as mandated by State and Federal law.
- Receive explanations, make decisions, be an active participant in the development of their treatment plan in a language that respects their culture and beliefs and communicates in a manner that makes them feel comfortable.
- Be educated about their treatment plan, their right to consent to or refuse treatment, their right to seek a second opinion, and select their Primary Care Provider.
- Review their medical record with a Clinician.
- Involve their family or another decision maker (surrogate) in any decisions they might make regarding their care or treatment and right to refuse treatment. They or their surrogate have the right to know outcomes of their care and unanticipated outcomes of their care.
- File a Patient Concern with the Health Center Administration and know they will be heard and responded to regarding the outcome of their concern.
- Discuss, understand and create a treatment plan for their pain management concerns.
- Complete an Advance Directive that informs us as to their treatment desires if they become unable to communicate them and know we will follow the Directive if allowed by State and Federal law.
- They or their surrogate have the right to request a change in their Primary Care Provider, seek a second opinion, and seek specialty care beyond the Primary Care System.

Every patient receiving family planning services also has the right to:

- Decide whether or not to have children, and when.
- Know the effectiveness, possible side effects, and problems of all methods of birth control.
- Actively participate in choosing a birth control method.

Every patient at our Health Centers has the responsibility to:

- Be honest about their medical history. Help us to manage their treatment plan by keeping us informed about any changes in medications, conditions, or any other Provider concerns.
- Engage in their agreed upon treatment recommendations; and ask questions about their treatment plan, referrals, diagnostic studies, or instructions to increase their understanding.
- Keep their appointment or cancel within 24 hours to allow us to adjust our schedule for other patient's needs.

AG.401 PATIENT RIGHTS

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REFERENCES:

None

ASSOCIATED DOCUMENTS:

OPS.014 Patient Rights (retired)

OD Form 635 Patient Rights & Responsibilities

KEYWORD TAGS:

Rights, responsibilities, patient, education