

## Patient Rights and Responsibilities

As a patient, you have the right to:

### Patient Rights:

- **Safe and Respectful Care:** The right to considerate, respectful care given by competent personnel in a safe environment free from all forms of abuse, neglect or mistreatment, and in a manner that optimizes your comfort and dignity.
- **Participation in Decision Making and Care:** The right to participate in the plan of care and to receive information about your rights and responsibilities, current health status, care needs, anticipated individually and/or through individuals authorized to represent your interests.
- **Information and Communication:** The right to be informed of your rights and responsibilities at the earliest possible time of encounter and to receive information in a manner and form that you can understand.
- **Quality Care:** The right to receive care in a safe and secure environment which incorporates current standards of practice for patient care, environmental safety, infection control, and security.
- **Pain Management:** The right to appropriate assessment and management of pain, including providing feedback on pain control.
- **Informed Consent:** You have the right to make informed decisions about their care including the right to refuse care, to the extent permitted by law.
- **Advanced Directives:** To make, review or revise an advanced directive and to appoint someone to make healthcare decisions for you if you are unable to do so. This healthcare facility honors advanced care directives to the fullest extent possible within the limits of law, regulation and the policies and capabilities of our practice.
- **Privacy:** Have your personal privacy respected during exams, discussions, treatment and care. If a copy is requested, be given a copy of the HIPAA Notice of Privacy Practices. Our clinic locations have a copy of the Notice of

Privacy Practices in a binder at each facility and you are welcome to review at anytime.

- **Medical Records:** The right to access, request amendments to and obtain information on disclosures of information contained in your medical record, unless access is restricted by law.
- **Financial Charges:** The right to examine and receive a detailed explanation of your bill and information about payment methods.
- **Complaint/Grievance:** The right to receive information about how to get assistance with concerns, problems, or complaints about your quality of care and services with no adverse impact on your current or future patient care, treatment, or services. Concerns may be addressed directly with the practitioner, care team or facility manager, subject to their availability.

### **Patient Responsibilities:**

All patients have the following responsibilities:

- **Demonstrate respect and consideration for the staff of Health and Wellness Medical Services:** You as well as your family members are expected to recognize and respect the rights of our other patients, visitors, staff, practitioners and medical staff. Requests for changes of practitioner or other medical staff based on other protected characteristics, including but not limited to the practitioner or medical staff's age, race, ethnicity, religion or religious creed, disability, sexual orientation, gender identity or expression, color, national origin, ancestry, or membership in any other protected classes as set forth in state or federal law will not be honored. Threats, violence, disrespectful communication or harassment towards any member of the Health and Wellness Medical Services, LLC staff for any reason will not be tolerated and may result in your dismissal from our practice.
- **Provision of information:** You and your family members must provide, to the best of their knowledge and ability, accurate and complete information regarding your health and health care.
- **Cooperate with care plans:** You and your family fully understand and take responsibility for the consequences of refusing treatment or not following instructions and advice given to you by your practitioner.

- **Follow Health and Wellness Medical Services, LLC rules and regulations:** You and your family must follow the rules and regulations Health and Wellness Medical Services, LLC has in place to support quality care and a safe environment. This includes observing the no smoking policy of our organization.
- Do not take pictures, videos or otherwise make any recordings on HWMS premises of HWMS employees, volunteers, students, interns, patients or visitors, absent permission from those individuals.