

Lafayette Family Care

MEDICAL PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

Our first priority is to provide you the care you need, when you need it, with skill, compassion and respect. A patient and his/her family or guardian have rights and responsibilities, and can start exercising their rights and responsibilities before treatment at Lafayette Family Care. The following information was adapted from the American Hospital Association's "A Patient's Bill of Rights".

PATIENTS HAVE THE RIGHT:

- To receive the highest quality of health care.
- To every consideration of privacy concerning their own health care.
- To expect that all communications and records related to their care will be treated as confidential, except in cases such as suspected abuse and public health hazards when reporting is permitted or required by law.
- To receive a copy of Lafayette Family Care's Notice of Privacy Practices which describes the ways we use and disclose patient's protected health information.
- To obtain appropriate, current, and understandable information about diagnosis, treatment, and prognosis from provider and other direct assistants.
- To discuss and request information about the specific procedures and/or treatments, the risks involved, the possible length of recuperation, and the medically reasonable alternatives and their risks and benefits.
- To make decisions about the plan of care before and during treatment.
- To refuse a recommended treatment or plan of care and to be informed of the medical consequences of this action. In case of refusal, the patient is entitled to other appropriate care and services that Lafayette Family Care provides or transfers to another facility.
- To expect reasonable continuity of care.
- To be informed by providers and other assistants of available and realistic patient care options.
- To know the identity of providers, nurses, assistants, and others involved in their care, as well as when those involved are students, patients, or other trainees.
- To ask and be informed of any relationship between Lafayette Family Care and other health care providers, hospitals, educational institutions, or payers involved with their treatment and care.
- To consent to or decline to take part in research studies affecting care and treatment or requiring direct patient involvement, and to have those studies fully explained prior to consent.
- To be informed of Lafayette Family Care's practices and policies that relate to patient care treatment, and responsibilities.
- To be informed of available resources for resolving disputes, grievances, and conflicts.

- To review the records about his/her care and to have the information explained or interpreted as necessary, except when restricted by law.
- To be informed of the extent to which Medicare, Medicaid, Healthy Kids, or any other payor may provide payment;
- To know billing and payment procedures.
- To know the visit's charge for services and available payment methods.
- To have access, upon request, to all bills for service they have received regardless of whether the bills are paid out-of-pocket or by another party.
- To have an advance directive (such as a living will health care proxy, or durable power of attorney for health care) concerning treatment, and to include that information in patient records.

PATIENT RESPONSIBILITIES:

The partnership nature of health care requires that patients, or their families and guardians, take part in their care. The effectiveness of care and patient satisfaction with the treatment depends on the patient fulfilling certain responsibilities. The following are patient responsibilities:

- To provide complete information about past illnesses, hospitalizations, medications, and other matters related to their health status.
- To participate effectively in decision making, asking for additional information or explanation about their health status or treatment when they do not fully understand information and instructions.
- To follow the plan of care.
- To notify the provider and other caregivers of changes in their condition, or if they are having problem in following prescribed treatment, or if an appointment needs to be changed.
- Patients are responsible for ensuring that the office has a copy of their written advance directive if they have one, and informing provider any changes made to the advance directive.
- To advise the provider of any problems or dissatisfaction with the services provided.
- To provide a safe environment for care to be provided/delivered.
- Patients are financially responsible, and responsible for giving necessary information for insurance claims, and making payment arrangements when necessary.
- A person's health depends on much more than health care service. Patients are responsible for recognizing the impact of their lifestyle on their personal health.