



PATIENT'S BILL OF RIGHTS AND RESPONSIBILITIES

A Woman's Concern recognizes your rights while you are receiving care and asks that you respect the center's right to expect certain behavior on the part of its patients. You may request a copy of this from the center.

PATIENT RIGHTS

- A client 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 client has a right to receive considerate care that is respectful of his/her personal beliefs, and cultural and spiritual values.
- A client has the right to have all things explained in terms that they can understand and for a prompt and reasonable response to questions and requests.
- A client has the right to know who is providing medical services and who is responsible for his or her care.
- A client has the right to be assured of the confidential treatment of disclosures in their record and to have the opportunity to approve or refuse the release of information, except when release of specific information is required by law.
- A client has the right to receive care in a secure and private environment so that the experience is positive and supportive.
- A client 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 client has the right to be heard when they have a concern regarding quality of care or patient safety.
- A client has the right to be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.
- A client has the right to refuse any treatment, except as otherwise provided by law.
- A client 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 client has the right to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, or physical handicap.
- A client 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 client has the right to express grievances regarding any violation of his or her rights, through the grievance procedure of the center which served him or her and to the appropriate state licensing agency.

CLIENT RESPONSIBILITIES

- A client 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 client is responsible for asking questions if they do not understand the directions being given.
- A client 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 client is responsible for following the treatment plan recommended by the health care provider.
- A client is responsible for being on time and 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 client is responsible for his or her actions if he or she refuses treatment or does not follow the health care provider's instructions.
- A client is responsible for following health care facility rules and regulations affecting patient care and conduct.