



## **PATIENT RIGHTS AND RESPONSIBILITIES**

We at Total Health Care, Inc. pledge to give you the very best health care possible. We will treat you with respect and will always honor your right as a patient.

As a patient, you have the right to:

1. Access to treatment regardless of your cultural, social, spiritual and personal values and beliefs
2. Be treated with respect and dignity in a safe and private setting
3. Privacy of your health records
4. Ask for help with a living will or durable power of attorney for health care
5. Take part in your health care and treatment
6. Know the names of the people caring for you
7. Get another opinion about your illness or treatment
8. Refuse treatment, care and services as allowed by law
9. Change medical providers at Total Health Care, Inc.
10. Know about services available through Total Health Care, Inc.
11. Know about legal reporting requirements
12. Access to an interpreter at no cost
13. Ask for special arrangements if you have a disability
14. Be informed about your illness and treatment, including options for your care
15. Refuse to be included in any research program without limiting medical care or treatment
16. Know the cost of your care and ways you may pay for your care
17. Talk with the clinic manager about any questions or problems with your care

As a patient, you have the responsibility to:

1. Tell your provider about your illness or problems and ask questions about your illness or care
2. Follow the treatment plan and inform your provider if your condition changes
3. Call the emergency number when possible before going to the emergency room
4. Keep your appointment and be on time. Cancel or reschedule appointments 24 hours in advance
5. Provide information about insurance coverage; income documentation; changes in phone number or address; and pay your bills as soon as possible
6. Give written permission to release your other health records to Total Health Care, Inc. when necessary
7. Show respect to both care givers and other patients
8. Follow Total Health Care, Inc. rules and regulations affecting patient care and conduct