

PATIENT RIGHTS & RESPONSIBILITIES

1. **Access to Care:** Individuals shall be accorded impartial access to treatment or accommodations as to their request and needs for treatment or service that are within the office's capacity, availability, its stated mission and applicable law and regulation, regardless of race, creed, sex, national origin, religion, disability/handicap or source of payment for care.
2. **Respect and Dignity:** All individuals, whether adult, adolescent, or newborn, have the right to considerate, respectful care at all times and under all circumstances, unless their circumstances interfere with the dignity, respect and personal rights of staff members, with recognition of the personal dignity and the psychosocial, spiritual, and cultural variables that influence their perceptions of illness.
3. **Privacy and Confidentiality:** The patient (or his/her parent or legal designated representative) has the right, within the law, to personal and informational privacy, as manifested by the right to:
 - a. Receive appropriate treatment in the least restrictive setting available.
 - b. Refuse to talk with or see anyone not officially connected with Arbor Creek Chiropractic & Acupuncture, including visitors or persons officially connected with the office but who are not directly involved in his/her care.
 - c. Wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment.
 - d. Be interviewed and examined in surroundings designed to assure reasonable audiovisual privacy. This includes the right to have a person of one's same sex present during certain parts of a physical examination, treatment or procedure performed by a health professional of the opposite sex; and the right not to remain disrobed any longer than is required for accomplishing the medical purpose for which the patient was asked to disrobe.
 - e. Expect that any discussion or consultation involving the patient's case, whether adult, adolescent or newborn, will be conducted discreetly, and that individuals not directly involved in his/her care will not be present without his/her permission.
 - f. Have the right to review his/her medical records and have the information explained, except when restricted by law.
 - g. Have the medical records read only by individuals directly involved in the treatment or the monitoring of its quality, and by other individuals only on the patient's (or his/her patient's legal designated representative's) written authorization. When the records are released to insurers, that confidentiality is emphasized.
 - h. Expect all communications and other records pertaining to his/her care, including the source of payment for treatment, to be treated as confidential.
 - i. Request a transfer to another treatment room if another patient or visitor is unreasonably disturbing him/her.
 - j. Be placed in protective privacy when considered necessary for personal safety.
4. **Personal Safety:** The patient, whether adult, adolescent or newborn, has the right to expect reasonable safety insofar as the office practices and environment that provides reasonable protection from harm and appropriate privacy for personal reasons.
5. **Identity:** The patient (or his/her parent or legal designated representative) has the right to know the identity and professional status of individuals providing service to him/her and to know which physician or other practitioners is primarily responsible for his/her care. This includes the right to know of the existence of any professional relationships among individuals who are treating him/her, as well as the relationship of the office to any other health care or educational training programs or in the gathering of data for research purposes should be voluntary.

6. **Information:** The patient (or his/her parent or legal designated representative) has the right to obtain (from the practitioner responsible for coordination of the degree known), treatment and any known prognosis. This information should be communicated in terms the patient (or his/her parent or legal designated representative) can reasonably be expected to understand. When it is not medically advisable to give such information to the patient, the information should be made available to a legally authorized individual.
7. **Communication:** The patient (or his/her parent or legal designated representative) has the right of access to people outside the office by means of visitors and by verbal and written communication. When the patient (or his/her parent or legal designated representative) does not speak or understand the predominant language of the community, he/she must and/or should personally obtain and utilize an interpreter. This is particularly true where language and/or communication barriers are a continuing problem.
8. **Consent:** The patient (or his/her parent or legal designated representative) has the right to the information necessary to enable him/her, in collaboration with the health care practitioner, to make treatment decisions involving his/her health care that reflect his/her wishes. To the degree possible, this should be based on a clear, concise explanation of his/her condition and of all proposed technical side effects or possible problems related to recuperation and probability of success. The patient should not be subjected to any procedure that is not performed with the voluntary and competent consent of the patient (or his/her parent or legal designated representative). Where medically significant need for care or treatment exists, the patient (or his/her parent or legal designated representative) shall be so informed. The patient (or his/her parent or legal designated representative) has the right to know who is responsible for authorizing and performing the procedures and/or treatment. The patient (or his/her parent or legal designated representative) shall be informed if the office proposes to engage in or perform human experimentation or other research/educational projects affecting his/her care or treatment, and the patient has the right to participate or to refuse to participate in any such activity. If the patient chooses not to participate, his/she shall receive the most effective care the office normally provides.
9. **Consultation:** The patient (or his/her parent or legal designated representative) has the right to accept medical care or to refuse treatment to the extent permitted by law and be informed of the medical consequences of such refusal. When refusal of treatment by the patient (or his/her parent or legal designated representative) prevents the provision of appropriate care in accordance with ethical and professional standards, the relationship with the patient may be terminated with notice. The patient also has the right to an individualized treatment plan and to participate in the development of the plan.
10. **Transfer and Continuity of Care:** The patient (or his/her parent or legal designated representative) has the right to expect that the office will provide all necessary health services, including wellness care, to the best of its ability. Treatment, referral or transfer may be recommended. If transfer is recommended or requested, the patient will be informed of risks, benefits and alternatives. The patient will not be transferred until the other institution agrees to accept the patient.
11. **Charges:** Regardless of the source of payment for the individual's care, the patient (or his/her parent or legal designated representative) has the right to request and receive an itemized and detailed explanation of his/her total bill for services rendered in the office. The patient (or his/her parent or legal designated representative) has the right to timely notice prior to termination of his/her eligibility for reimbursement by any third-party payer for the cost of his/her care.
12. **Delineation of the Patient's Rights:** The rights of the patient may be delineated on behalf of the patient, to the extent permitted by law, to the patient's guardian, next of kin or legally authorized responsible person, if the patient:
 - a. Has been adjudicated incompetent in accordance with the law, or
 - b. Is found by his/her physician to be medically incapable of understanding the procedure, or
 - c. Is unable to communicate his/her wishes regarding treatment, or
 - d. Is a minor

13. Rules and Regulations: The patient (or his/her parent or legal designated representative) should be informed of the office rules and regulations applicable to his/her conduct as a patient. Patients are entitled to information about the mechanism for the initiation, review and resolution of patient complaints.

PATIENT RESPONSIBILITIES

1. The patient (or his/her parent or legal designated representative) has the responsibility to provide, to the best of his/her knowledge, accurate and complete information about the present complaints, past illness, hospitalization, medications and other matters relating to his/her health. The patient has the responsibility to report unexpected changes in his/her condition to the responsible practitioner. The patient (or his/her parent or legal designated representative) is responsible for making it known whether he/she clearly comprehends a contemplated course of action and what is expected to him/her.
2. The patient (or his/her parent or legal designated representative) is responsible for following the treatment plan recommended by the practitioner that is primarily responsible for his/her care. This may include, but is not limited to, following the instructions of health care personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders, and as they enforce the applicable office rules and regulations. The patient (or his/her parent or legal designated representative) is responsible for keeping appointments and, when he/she is unable to do so for any reason, for notifying the responsible practitioner or the office.
3. The patient (or his/her parent or legal designated representative) is responsible for his/her actions if he/she refuses treatment or does not follow the practitioner's instructions. If the patient cannot follow through with the treatment, he/she is responsible for informing the physician.
4. The patient (or his/her parent or legal designated representative) is responsible for assuming that the financial obligations of his/her health care are fulfilled as promptly as possible. The patient (or his/her parent or legal designated representative) is responsible for providing information for insurance.
5. The patient (or his/her parent or legal designated representative) is responsible for following the office rules and regulations affecting patient care and conduct. The patient (or his/her parent or legal designated representative) do not have the right to abuse any physician or office staff sexually, verbally or physically or in any other way. The office will dismiss any patient from care, no matter their physical or emotional condition and will immediately press charges to the full extent of the law.
6. The patient (or his/her parent or legal designated representative) is responsible for being considerate of the rights of other patients and personnel and for assisting in the control of noise, smoking and the number of visitors. The patient is responsible for being respectful of the property of other persons and of the office.
7. A patient's health depends not just on his/her care, but in the long term, on the decisions he/she makes in his/her daily live and activities. The patient (or his/her parent or legal designated representative) is responsible for recognizing the effect of any lifestyle on his/her personal life.