

## **87th Medical Group Patient Rights and Responsibilities**

*All patients obtaining care in the 87th Medical Group have certain rights. The following basic rights will be observed by both patients and medical group personnel to ensure patient care is provided in the most appropriate and effective manner.*

### **AS OUR PATIENT, YOU HAVE THE RIGHT TO:**

- Reasonable and impartial access to healthcare services in accordance with Title 10, U.S.C., and regardless of race, color, gender, national origin, religion, handicapping condition, sexual orientation, age, rank or socio-economic status.
- Care that is considerate, appropriate and respectful for your individual dignity and cultural, psychosocial, personal and spiritual values, beliefs and preferences.
- Be informed of rules and regulations applicable to your conduct as a patient.
- Be a partner in your care, treatment, and services provided. Know the name, status, and role of your care providers and change provider if other qualified providers are available.
- Receive prompt, reasonable, and accurate responses to questions and requests.
- Include family members in care decisions and any dilemmas or ethical issues that may arise in the course of your care, including formulating advance directives.
- Designate a decision maker in case you are incapable of understanding a proposed treatment or procedure, or are unable to communicate your wishes regarding care.
- Obtain complete and current information about your diagnosis and prognosis.
- Receive appropriate and complete information necessary to give informed consent before a procedure or treatment.
- Refuse any treatment plan to the extent permitted by law and to be informed of the consequences of that decision.
- Be informed about outcomes of care and treatment services, including unanticipated outcomes.
- Enable effective communication between you and your provider, including receiving information appropriate for age, understanding, and language.
- Expect safe practices and an environment that reduce the risk of medical errors and prevent patient harm.
- Receive information about the medical group's mechanism for initiation, review and resolution of patient concerns or complaints.

- Expect the medical group to abide by the 1996 Health Insurance Portability and Accountability Act (HIPAA) to protect the privacy of your healthcare information from unauthorized disclosure or use.
- Be protected from mental, physical, sexual and verbal abuse, neglect and exploitation.
- Receive appropriate assessment and management of pain.
- Be informed if any medical treatment is for purposes of experimental research, investigation, or clinical trials and to consent or refuse without compromising your access to services.
- Be informed of the right to make sure their wishes regarding their healthcare are known even if they are no longer able to communicate or make decisions for themselves.

*All patients obtaining care in the 87th Medical Group have certain responsibilities. The observance of these responsibilities by both patients and medical group personnel is vital to ensure patient care and services are delivered in an appropriate and effective manner.*

**AS OUR PATIENT, YOU HAVE THE RESPONSIBILITY TO:**

- Provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to your health.
- Let your health care provider know whether you clearly understand the proposed plan of care and what is expected of you.
- Treat others with dignity and respect, including other patients, families, visitors, and clinic personnel. The patient is responsible for being respectful of the property of other persons and of the medical group.
- Work collaboratively with care providers and medical group staff in developing and carrying out agreed-upon treatment plans, including:
  - Follow-up care
  - Arriving to appointments on time
- Notify the medical group when appointments cannot be kept and need to be rescheduled.
- Express any concerns to the healthcare provider regarding your ability to follow the proposed course of treatment. The patient is responsible for his/her actions and decisions if he/she refuses treatment or does not follow the provider's instructions.
- Understand all medical records documenting care provided by any DoD medical or dental treatment facility, are property of the U.S. Government.
- Follow the medical group's rules and instructions concerning patient care and conduct.
- Help the medical group commander's efforts to provide the best possible care to all

beneficiaries. Patients' recommendations, questions, concerns, complaints and feedback should be reported to the service department or clinic without restraint, interference, discrimination or fear of reprisal. If you are not satisfied with the response you receive, you may contact the patient advocate.