






PATIENT RIGHTS & RESPONSIBILITIES

 Phone (302) 355-0900
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PATIENT RIGHTS

The patient has the right to:

- Exercise these rights without regard to sex or culture, economic, educational, or religious background or the source of payment for his or her care.
- Considerate, dignified and respectful care.
- Knowledge of the name of the physician who has primary responsibility for coordinating his or her care and the names and professional relationships of other physicians who will see this patient.
- Receive a verbal and written notice of the patient's rights in a language and manner that ensures the patient, the representative, or the surrogate understand all of the patient's rights as set forth in Title 16 Health and Safety, 4400 Health Systems Protection.
- Request a copy of this document for yourself.
- Receive information from his or her physician about his or her illness, his or her course of treatment and his or her prospects for recovery in easy to understand terminology, and when appropriate this may include family members.
- Receive as much information about any proposed treatment or procedure as he/she may need in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved and knowledge of the name of the person who will carry out the procedure or treatment.
- Participate actively in decisions regarding his/her medical care, to the extent permitted by law, including the right to refuse treatment. If adjudicated unable to make their own decisions, the patient will have someone with him or available by phone to make responsible healthcare decisions.
- The right to information regarding Advanced Directives.
- Full consideration of privacy concerning his/her medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. The patient has the right to know the reason for the presence of any individual.
- A pain management plan.
- Be free from mental, physical, sexual, and verbal abuse, neglect, and exploitation.
- Confidential treatment of all communications and records pertaining to his/her care. His/her written permission shall be obtained before his/her medical records can be made available to anyone not directly concerned with his/her care.
- Reasonable responses to reasonable requests he/she may make for services.
- He or she may leave the Center even against the advice of his/her physicians.
- Reasonable continuity of care and to know in advance the time and location of appointment as well as the physician providing the care.
- Be advised if physician proposes to engage in or perform human experimentation affecting his/her care or treatment. The patient has the right to refuse to participate in any such research projects.
- Be informed by his/her physician or a delegate of his/her physician of his/her continuing health care requirements following his/her discharge from the facility.

For complaints about medical care, patients may contact any of the following entities:

- Administrator or Medical Director of this organization – (302) 355-0900
- Health Facilities Division of the Department of Health Services – (302) 283-7220 (261 Chapman Rd. Suite 200 Newark, DE 19702)
- Medicare [CMS] Ombudsman – (800) 633-4227 (<http://www.medicare.gov/ombudsman/resources.asp>)
- Institute for Medical Quality – (415) 882-5151 (180 Howard St. Suite 210 San Francisco, CA 94105)

PATIENT RESPONSIBILITIES

The patient has a responsibility to:

- Provide accurate and complete information about matters relating to his/her health history in order for the patient to receive effective medical treatment.
- To report whether he/she clearly comprehends a contemplated course of action and what is expected of them.
- Cooperate with all Center personnel and ask questions if directions and/or procedures are not clearly understood.
- Be considerate of other patients and Center personnel and to observe the smoking policy of the Center. A patient is also expected to be respectful of the property of other persons and the property of the Center.
- Help the physicians, nurses, and other health personnel in their efforts to care for the patient by following their instructions and medical orders both at the Center and, if applicable, outside the Center (i.e. at their home).
- Assume the financial responsibility of paying for all services rendered whether through third party payors (his/her insurance company) or being personally responsible for payment for any services which are not covered by his/her insurance policies.
- Not take any drugs which have not been prescribed by his/her attending physician and/or prescribed or administered by the Center staff and shall fully disclose any drugs and/or other substances which the patient may have ingested and which could affect the current course of treatment contemplated at the Center.
- Provide a driver on the day of a procedure, if directed to do so by physician, and a responsible person who will stay with you for 24 hours, if indicated.

PATIENT'S RIGHTS FOR SUBMISSION AND INVESTIGATION OF GRIEVANCES

Grievances may be submitted in writing to the front office staff. A letter or phone call will be completed addressing the problem to the patient and/or caregiver with 15 days of submission.

The grievance will be investigated by the office manager and a variance report will be written after an investigation is completed. All dates will be noted on the report. All information will be communicated to the Office Manager. The Office Manager will make recommendations on how the grievance should be addressed. As appropriate, the grievance may be presented to the medical director and center's staff. Appropriate actions may include, but are not limited to, a letter to the patient and/or caregiver, and/or a personal phone call.

Alleged Violations and/or Grievances shall include but not limited to:

- Neglect or mistreatment
- Verbal abuse
- Mental abuse
- Sexual abuse
- Physical abuse

Only substantiated allegations will be reported to the state authorities or local authorities as appropriate.