



AN AFFILIATE OF HOSPITAL SISTERS HEALTH SYSTEM

## OUR PROMISE: PATIENTS' RIGHTS AND RESPONSIBILITIES

Better communication between the patient and the health care provider is always a priority to the St. Joseph's Hospital team. Below is a summary of your rights and responsibilities.

### *A patient has the right to:*

- Be treated with courtesy and respect, with appreciation of his or her dignity, and with protection of privacy.
- Receive a prompt and reasonable response to questions and requests.
- Know who is providing medical services and who is responsible for his or her care.
- Know what patient support services are available, including if an interpreter is available if the patient does not speak English.
- Know what rules and regulations apply to his or her conduct.
- Be provided information such as diagnosis, planned course of treatment, alternatives, risks, and prognosis by the health care provider.
- Refuse any treatment, except as otherwise provided by law.
- Be given full information and necessary counseling on the availability of known financial resources for care.
- Know whether the health care provider or facility accepts the Medicare assignment rate, if the patient is covered by Medicare.
- Receive a reasonable estimate of charges for medical care prior to treatment.
- Receive a copy of an understandable itemized bill and, if requested, have the charges explained.
- Receive medical treatment or accommodations, regardless of race, national origin, religion, handicap, or source of payment.
- Receive treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- Know if medical treatment is for purposes of experimental research, with option to give his or her consent or refusal to participate in such research.
- Express complaints regarding any violation of his or her rights.

### *A patient is responsible for:*

- Giving the health care provider accurate information about present complaints, past illnesses, hospitalizations, medications, and any other information about his or her health.
- Reporting unexpected changes in his or her condition to the health care provider.
- Reporting to the health care provider whether he or she understands a planned course of action and what is expected of him or her.
- Following the treatment plan recommended by the health care provider.

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- Keeping appointments and, when unable to do so, notifying the health care provider or facility.
- His or her actions if treatment is refused or if the patient does not follow the health care providers instructions.
- Making sure financial responsibilities are carried out.
- Following health care facility conduct rules and regulations.