

**Stedman-Wade Health Services, Inc.
Wade Family Medical Center
POLICY & PROCEDURE**

SUBJECT: Patient Rights and Responsibilities	POLICY NUMBER: RI 0050
FUNCTION: Patient Rights and Organizational Ethics	APPLIES TO: SWHS Staff and all Patients
Purpose/Policy: The goal of SWHS is to help improve patient outcomes by respecting each patient’s rights and conducting business relationships with patients and the public in an ethical manner. SWHS patients have a fundamental right to considerate care that safeguards their personal dignity and respects their cultural, psychosocial, and spiritual values.	
DATE ISSUED: 06/26/01	DATE REVISED: 09/24/04,
REPLACED:	03/01/08, 01/04/2016

PROCEDURES:

Patient Rights:

1. The patient has the right to medical treatment at SWHS, regardless of age, sex, race, color, religion, national origin, disability, sexual orientation or the ability to pay.
2. The patient has the right to refuse treatment to the extent permitted by the law and to be informed of the medical consequences of his/her actions.
3. The patient has the right to receive from his/her provider information necessary to give informed consent prior to the start of any procedure and/or treatment. Patients who are unable to fully participate in treatment decisions have the right to be represented by parents, guardians, family members, or other conservators.
4. The patient has the right to receive care in the Center in a safe and secure environment.
5. The patient has the right to obtain information concerning his/her diagnosis, treatment, and prognosis.
6. The patient has the right to privacy concerning his/her medical care program. Those not directly involved in his/her care must have permission to be present during care discussion, examination, or treatments.
7. The patient has the right to confidential treatment of all records pertaining to his/her care, and have the opportunity to approve or refuse their release to any individual, except as required by law or third party payment contracts.

8. The patient has the right to a reasonable response to his/her request for services. If transfer to another facility is recommended by the Health Care Provider, the patient must be given full information and explanation of need for transfer and any possible alternative.
9. The patient has the right to expect reasonable continuity of care and to be informed of continuing health care requirements after discharge from the Center.
10. The patient has the right to be informed of any Center rules or regulations that relate to his/her conduct as a patient.
11. The patient has the right to examine his/her bill and receive an explanation of all or any charges, regardless of the method of payment.
12. The patient has the right to obtain information as to the relationship of SWHS to any other health care and educational institutions insofar as his/her case is concerned.
13. The patient has the right to voice grievances and recommend changes in policies and services to our staff members and the governing body. Resolution of grievances will be addressed in the Performance Improvement Committee.
14. The patient has the right to be given the names, qualification, and experience of providers and other SWHS staff who are directly involved with the patient's medical care.
15. The patient has the right to the appropriate assessment and management of pain.
16. The patient has the right to be treated with dignity and respect. The staff respects the patient's mental, social, spiritual and cultural values about health, illness and injury.

PATIENT RESPONSIBILITIES:

1. You are responsible for keeping appointments and for notifying the Center one business day in advance when you are unable to keep your appointment.
2. You are responsible for following the medical provider's plan of care. Medication should be taken as prescribed by the provider and the patient should return to the clinic for treatment as the provider requests. You are responsible for seeking clarification when necessary to fully understand your health problem and the proposed plan of care.
3. You are responsible for providing complete and accurate information about your identity, demographics, insurance and answer other reasonable questions that will assist SWHS in providing appropriate care and obtaining payment. This includes reviewing and signing all necessary consents, financial agreements, or other documents required by the facility.
4. You are responsible for bringing your Medicaid or Medicare card and any other insurance card to each visit.

5. You are responsible for providing accurate information about your present illness, medication, past medical or health history including any hospitalizations or any changes in your condition.
6. You are responsible for supervising your children, both inside and outside the facility. Parents will be held responsible for the actions of their children. Children under 12 should not be left unsupervised.
7. You are responsible for making financial arrangements regarding your bill prior to the time of service.
8. You are expected to conduct yourself in a courteous, friendly, and respectful manner toward fellow patients and members of the staff. Appropriate conduct is expected of all patients and visitors at all times. Threatening, violent, abusive, disruptive or loud behavior is inappropriate. SWHS reserves the right to ask you and your family/guest to leave or have you removed from the property.
9. There will be no ***tobacco products (including electronic/vapor cigarettes)*** alcohol, drugs, and/or weapons permitted on the premises. Patients, who arrive at the center under the influence and do not require urgent care, will be asked to leave. If you refuse, the Sheriff's Department will be contacted for assistance.