UNIVERSITY MEDICAL CENTER

PATIENT RIGHTS & RESPONSIBILITIES

University Medical Center recognizes its obligations and responsibility to provide each patient with the care most conducive to your comfort and well-being. It further respects the rights of the patient (and legal guardian) as an individual with unique health care needs. In providing this care UMC has the right to expect certain behavior on the part of the patients, legal guardians, relatives, and friends—behavior that is reasonable and consistent with the following rules and regulations.

YOUR RIGHTS: As a patient you have the right to

- **Considerate and Respectful Care:** It is UMC's responsibility to respect your dignity regardless of gender, race, religion, ethnicity, national origin, culture, sexual orientation, class, physical ability, genetic information, position in the community, lifestyle, or other personal attributes.

- **Privacy:** You can expect that your discussions, examinations, and treatments will be conducted in a private, safe environment.

- **Confidentiality:** All communications and records relating to you will be kept confidential. Except as provided by law, your written permission must be obtained before information is given to anyone not directly connected with your care. Before you consent to a release of information, you may discuss what information will be released.

- **Responsive Service:** You can expect a timely response to any reasonable requests made for service, although you do not have the right to insist on inappropriate or medically unnecessary treatment or services.

- **Understanding:** It is your right to actively participate in decisions regarding your health. You have the right to request information about the following:
  - UMC policies and procedures
  - The name and title of the person providing service to you
  - Our assessment of your problem
  - What tests are being recommended and why
  - What treatment and/or medication is recommended and its side effects and significant risks
Whether any of your health care providers are in training, as this is a teaching institution

- **Access to Your Medical Records:** You have the right to have access to information contained in your records within a reasonable time frame, except in certain circumstances specified by law.

- **Written Notice:** It is UMC’s obligation to give you a written “Notice of Privacy Practices” that explains how your protected health information will be used and disclosed.

- **Interpreter Service:** You may request the services of an interpreter if needed, at no cost to you.

- **Explanation of Your Fees:** You may request and receive an itemized and detailed explanation of the total bill for services rendered at UMC.

- **Physical Comfort:** You have the right to an environment that is healing, clean, safe, and smoke-free.

- **Express a Concern:** Register a complaint or concern about the quality of care at UMC to the clinic staff or to the medical director.

- **Informed Consent in Research, Recording, and Filming:** Patients participating in research, investigation and clinical trials have the right to adequate information to make an informed consent regarding the research and the right to refuse to participate without compromising their access to care and treatment. Similarly, patients have the right to refuse the recording or filming of care and the right to request that filming or recording stop any time during the filming or recording process even if consent was given by the patient.

- **Social Services:** Patients may request an appointment with the Social Service department for assistance.

**YOUR RESPONSIBILITIES:** As a patient you have the responsibility to

- **Answer Questions Fully:** Be sure to provide accurate and complete information to your health care professional about any matters pertaining to your
health. This would include identity information such as name, phone number and address. If you do not understand why certain information is necessary, please ask.

- **Make Sure You Understand:** Ask any member of your health care team about anything you do not understand, such as a diagnosis, treatment plan, test or policy. Diagnosis and treatment are often very individualized. Your symptoms may require the provider to differentiate between several diagnoses, or you may have to try more than one treatment plan to resolve your problem.

- **Be Open:** Discuss how you feel about your visit—anything from your treatment to your ability to pay fees.

- **Follow the Prescribed Plan:** Advise us as to whether you think you can, and want to, follow the prescribed treatment plan. The most effective plan is the one which all participants agree is the best and which is carried out exactly. If you choose to refuse or not comply with the instructions given to you by your provider, you will need to accept the consequences of these decisions and actions.

- **Report Changes:** Tell us about any changes in your health or adverse affects of your treatment, such as medications, other doctor visits, hospital visits. Also tell us about changes in your schedule, insurance or address/phone number.

- **Keep Appointments:** Let us know at least 24 hours in advance if you cannot keep your appointment.

- **Arrive on time:** Notify the clinic if you will be late for your appointment time.

- **Know Your Health Care Providers:** Try to know and remember the names of the people who serve you. We encourage continuity of care and will do our best to make this an easy task.

- **Respect Your Fellow Patients, UMC Staff, and the facility:** It is your responsibility to act in a considerate and cooperative manner and to respect the rights and property of other patients, UMC staff and this facility.

- **Be Safe:** Do not bring firearms, explosives, or knives within the boundaries of the facility or property.
- **Pay Your Bill:** Pay any fees due on the day of your service. Deal with your bill promptly and let the billing office know if you need to make special payment arrangements.

- **Maximize Healthy Habits:** Take responsibility for your health by maximizing healthy habits such as exercising, eating a healthful diet and not smoking. Avoid knowingly spreading disease.