

Eastern Shore Rural Health System, Inc.
Patient Rights and Responsibilities
As of October 2013

Patients' Rights

You have the right to:

- Receive considerate, respectful and compassionate care in a safe setting, regardless of your age, gender, race, national origin, religion, sexual orientation, gender identity, or disabilities. You have the right to privacy concerning your medical care.
- Have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.
- Receive care in a safe environment free from all forms of abuse, neglect, or mistreatment.
- Be told the names of your doctors, nurses, and all health care team members.
- Get needed medical advice after hours.
- Have someone remain with you for emotional support during your appointment, unless your visitor's presence compromises your or others' rights, safety or health.
- Be told about your diagnosis and possible prognosis, the benefits and risks of treatment, and the expected as well as unexpected outcomes of treatment.
- To participate in your plan of care.
- Informed consent prior to the start of any procedure or treatment, or both, except for emergencies.
- Refuse medications, treatment, or procedures offered by Rural Health, to the extent permitted by law. The provider shall inform the patient of the medical consequences of the patient's refusal of medication, treatment, or procedure.
- Participate in decisions about your care, treatment and services provided, including the right to refuse treatment to the extent permitted by law. If you leave our centers against the advice of your provider, Rural Health providers will not be responsible for any medical consequences that may occur. Your family and friends (with your permission) also have this right.
- Communication that you can understand. Rural Health will provide sign language and foreign language interpreters as needed at no cost. If you have vision, speech, hearing, and/or other impairments, you will receive additional aids to ensure your care needs are met.
- Make an advance directive, appointing someone to make health care decisions for you if you are unable. If you do not have an advance directive, we can provide you with information and help to complete one.

- Receive detailed information about your charges.
- Expect that all communication and records about your care are confidential, unless disclosure is permitted by law.
- See or get a copy of your medical records.
- Request a list of people to whom your personal health information was disclosed.
- Voice your concerns about the care you receive. If you have a problem or concerns, you may talk with your provider, nurse manager or center manager.

Patients' Responsibilities

You are responsible for:

- Providing complete and accurate information, including your full name, address, home telephone number, date of birth, Social Security number, insurance carrier and employer, when it is required.
- Providing Rural Health with a copy of your advance directive if you have one.
- Providing complete and accurate information about your health and medical history, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products, and any other matters that pertain to your health, including perceived safety risks.
- Asking questions when you do not understand information or instructions.
- Telling your provider if you believe you can't follow through with your treatment plan. You are solely responsible for outcomes if you do not follow the care, treatment and services plan.
- Treating all Rural Health staff, other patients and visitors with courtesy and respect, abiding by all Rural Health rules and safety regulations, and being mindful of noise levels, privacy and number of visitors.
- Providing complete and accurate information about your health insurance coverage and to pay your bills in a timely manner.
- Keeping appointments, being on time, and calling your provider if you cannot keep your appointments in accordance with our No Show Policy.
- Payment of all services, either through your insurance or by making payment for any services or those that are not covered by your insurance policy(s) including second opinions or consultations.
- Securing transportation after your appointment. Rural Health is not responsible for patients after hours.