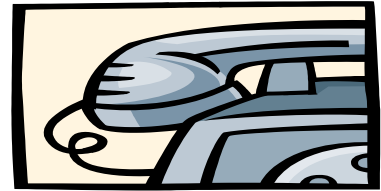


Patient Rights and Responsibilities



For information about all your sexual health care needs, call the CHOICE Hotline 215-985-3300 Or 800-848-3367

Effective health care requires mutual respect and cooperation between patients and health care providers. It is important to understand your rights and responsibilities as a patient.

► YOUR RIGHTS AS A PATIENT ◀

1. You have the right to be treated with courtesy and respect, regardless of your personal beliefs or physical characteristics.
2. You have the right to prompt and reasonable responses to your questions and requests.
3. You have the right to know if an interpreter is available if you do not speak English.
4. You have the right to be given full information and counseling about the availability of financial resources for your care. You also have the right to receive, before treatment, an estimate of the cost of your medical care. If you are eligible for Medicaid, you have the right to know if the health care provider or facility accepts the Medicaid assignment rate.
5. You have the right to privacy, including case discussion, consultation, examination, and treatment.
6. You have the right to expect that all communications and records pertaining to your care will be treated confidentially—no one is entitled to information about your medical history without your written approval.
7. You have the right to review your medical records and have the information explained or interpreted as necessary.
8. You have the right to refuse any treatment, except as otherwise provided by law.
9. You have the right to be accompanied by a family member, friend, or loved one when discussing your medical care with a health care provider.
10. You have the right to express your feelings about any violation of your rights.



► YOUR RESPONSIBILITIES AS A PATIENT ◀

1. You are responsible for providing the health care provider with accurate and complete information about present conditions, past illness, medications, and other matters relating to your health.
2. You are responsible for following the treatment plan recommended by the health care provider.
3. You are responsible for keeping appointments and for notifying the health care provider when you are unable to do so.

If you feel that your patient rights have been violated, it is important to take action. It is appropriate to first discuss your concerns with the managers of the facility. If you are not satisfied or feel that your concern was not addressed, call the Department of Public Health at 1-877-PA HEALTH. If you have a complaint against a specific medical professional (doctor, nurse, etc.) call the Bureau of Professional and Occupational Affairs at 1-800-822-2113.



Educating the Community to Make Informed Decisions

www.choice-phila.org

