

West Cecil Health Center and Qualified Subsidiaries

Clinical: Patient Rights and Responsibilities

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Policy: West Cecil Health Center informs all patients and their patient representatives of their rights and responsibilities while receiving care, treatment and services. All staff are held accountable for supporting and upholding those rights.

Purpose: West Cecil Health Center recognizes that all patients have fundamental, overarching rights to information, fair treatment and autonomy over medical decisions, among other rights. These include the rights to receive effective communication, to participate in care decisions, and to give informed consent. It also includes considerate care that safeguards their personal dignity and safety, provides for the confidentiality of and access to their medical information and respects their cultural, psychological and spiritual values. When patients understand and accept their rights and responsibilities, they become partners in care with the health care team.

Procedure:

The following rights and responsibilities will be communicated to the patient and a signed copy will be placed in the patient record.

Patient Rights and Responsibilities

1. You have the right to considerate and respectful care.
2. You have the right to receive communication in your preferred language within reasonable capabilities of the organization.
3. You have the right to treatment that is patient-centered and sensitive to your personal values, cultural, and ethnic background.
4. You have the right to obtain complete, current and understandable information concerning diagnosis, treatment and prognosis. The patient has the right to receive information necessary to give informed consent prior to the start of any procedure and/or treatment. Except in emergencies when the patient lacks decision-making capacity, the patient is entitled to information related to specific procedures and/or treatments, the risks involved, the possible length of recuperation, and the medically reasonable alternatives

and their accompanying risks and benefits. The patient also has the right to know the name(s) of the person(s) responsible for the care, procedure and/or treatments.

5. You have the right to have your requests, including but not limited to, results, medications, referrals, questions, or insurance authorizations addressed in a timely manner.
6. You have the right to refuse treatment to the extent permitted by law, and to be informed of the medical consequences of this action.
7. You have the right to have an advance directive (healthcare directive, living will or durable power of attorney).
8. You have the right to every consideration of privacy. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly.
9. You have the right to expect that all communications and records pertaining to care should be treated as confidential, except in cases of suspected abuse or public health hazards. You have a right to receive a copy of the Notice of Privacy Practices and have your questions answered regarding the confidentiality of your care.
10. You have the right to access your health record, review pertinent medical care records and to have the information explained or interpreted as necessary, except when restricted by law.
11. You have the right to expect that within its capacity, West Cecil Health Center (WCHC) must make a reasonable response to requests for services. WCHC must provide evaluation, service, and/or referral as indicated by the urgency of the case.
12. You have the right to know about business relationships among the hospital, educational institutions, other healthcare providers, or payers that may influence the patient's treatment and care.
13. You have the right to consent to or decline to participate in proposed research studies or human experimentation affecting care and treatment or requiring direct patient involvement, and to have those studies fully explained prior to consent.
14. You have the right to expect reasonable continuity of care and to be informed by physicians and other caregivers of available and realistic patient care options.
15. You have the right to examine and receive an explanation of bills regardless of source of payment. The patient has the right to know what rules and regulations apply to patient conduct and to know what avenues are available -- such as grievance processes.

16. You have the right to voice concerns regarding the care received, to have those concerns reviewed and, when possible, resolved. Presentation of a concern by the patient, a family member or a visitor will not compromise the quality of care delivery or present or future access to healthcare at WCHC.
17. You have the right to have visitors present during the visit including, but not limited to a spouse, domestic partner, another family member or a friend regardless of race, color, national origin, religion, sex, gender identity, sexual orientation or disability. You have the right to refuse visitors based on preferences. West Cecil Health Center reserves the right to limit the number of visitors at one time in a clinical area due to space and safety constraints and to maintain confidentiality and privacy for other patients.
18. You have the right to emergency advice with a provider after-hours. WCHC providers can be reached through the normal office number for an after-hours emergency. WCHC providers will listen to your concerns and provide recommendations for follow-up.
19. Patients and families have the right to be safe. WCHC will not tolerate threats, harassment, aggressive or violent behavior, or other types of inappropriate behavior that threaten the safety of staff, patients, or visitors. No weapons of any type will be permitted in the building.

Patient Responsibilities

At West Cecil Health Center, we believe in working with patients for a good health outcome. This requires the health care team to obtain necessary information, plan, deliver and evaluate care. You also play an important role in your care. By working with us and following the responsibilities listed below, you will help us to give you the best care possible.

Providing Information

The patient is responsible for providing to the best of his or her knowledge, accurate and complete information about demographics, present complaints, past illnesses; hospitalizations, medications, and other matters relating to his or her health. The patient and family are responsible for reporting perceived risks in their care and unexpected changes in the patient's condition. This includes providing a copy of his/her written advance directive if he/she has one. The patient and family help WCHC improve its understanding of the patient's environment by providing feedback about service needs and expectations.

Asking Questions

Patients are responsible for asking questions when they do not understand what they have been told about their care or what they are expected to do.

Following Instructions

The patient and family are responsible for following the care, service or treatment plan developed. They should express any concerns they have about their ability to follow and comply with the proposed care plan or course of treatment. Every effort is made to adapt the plan to the patient's specific needs and limitations. When such adaptations to the treatment plan are not recommended, the patient and family are responsible for understanding the consequences of the treatment alternatives and not following the proposed course of care.

Accepting Consequences

The patient and family are responsible for the outcomes if they do not follow their care, service, or treatment plan.

Following Rules and Regulations

The patient and family are responsible for following WCHC rules and regulations concerning patient care and conduct.

Smoking, Alcohol, and Drug-Free Campus

West Cecil Health Center is a smoking (includes vaping), alcohol, and drug-free campus which includes the parking lot and entrance. Patients and families are responsible for refraining from use on the premises. Patients and families that appear intoxicated or under the influence will not be seen by a provider and will be escorted off the premises.

Phones and Electronic Devices

Phones and other electronic devices should be silenced. Recording or videotaping services are prohibited in the clinical areas out of respect for the privacy and confidentiality of others.

Showing Respect and Consideration

Patients and families are responsible for being considerate of other patients, helping control noise and disturbances, following smoking policies and respecting others property. This includes showing consideration to WCHC staff and property.

Appointments

Showing up for appointments and rescheduling in a timely manner demonstrates respect for the provider and staff schedules and allows for us to better serve others that are waiting for an appointment.

Patients and families are responsible for canceling appointments 24-hours in advance of the appointment. Appointments canceled with less than 24-hours' notice are considered a no show and may be subject to a \$25 fee. Unconfirmed appointments may be rebooked.

Patients that have had two or more no shows in the last year or chronic lateness resulting in the cancellation of appointments cannot pre-schedule an appointment in advance and must utilize a same-day appointment. Once

they have shown up for 6 months of same-day appointments, they can pre-schedule appointments in advance again.

Medication Refills

Patients and families should allow for 3 business days to process a medication request. WCHC prefers that you make refill requests through your pharmacy or the patient portal. If you call the office to leave a message for a refill please include your name, date of birth, medication, dosage, pharmacy, and phone number.

Controlled substances may only be picked-up in the office with advanced approval from a prescriber. If a controlled substance needs to be picked up in the office, the person picking up the prescription must be authorized to pick it up and they must show valid government issued identification.

Referrals

If you have an appointment with a specialist, patients and families are responsible for calling the office at least 3 business days in advance of the appointment for a referral. If you have an appointment with a specialist and cannot make the appointment, you must call their office and cancel. Many specialists will not see patients after they miss just one appointment without calling them in advance.

Forms

Patients and families are responsible for allowing 7-10 days for forms to be completed by a provider. If the provider determines the patient needs to be seen to complete a form, you will be called to schedule an appointment. Patients and families will be informed if a form requires a fee for completion. A \$25 fee may apply.

Meeting Financial Commitments

All copayments and deductibles must be paid at the time of service. This arrangement is part of your contract with your insurance company. Knowing your insurance benefits is your responsibility. Please contact your insurance company with any questions you may have regarding your coverage.

We must obtain a copy of your driver's license and current valid insurance to provide proof of insurance. If you fail to provide us with the correct insurance information you will be responsible for the balance of a claim.

We attempt to verify your insurance benefits prior to medical services being completed. Estimates of your financial responsibility are based on the accuracy of this information. As a courtesy to patients and their families, West Cecil Health Center submits claims to most insurance carriers. To ensure proper and prompt processing of your claim, it is important that all current insurance information be presented at check-in.

Please be aware that the balance of your claim is your responsibility whether or not your insurance company pays your claim. Your insurance benefit is a contract between you and your insurance company; we are not party to that contract

Electronic Health Exchanges

West Cecil Health Center participates in health information exchanges with several databases, including but not limited to, Immunet, CRISP, CareQuality, and CommonWell. The goal of this data exchange is to improve the timeliness and availability of data to the provider thus enhancing the efficiency, effectiveness, and quality of care. Patients are automatically opted into these data exchanges unless they specifically request to opt-out. If you wish to opt-out please inform the staff. WCHC must check the Maryland Prescription Drug Monitoring System to safely prescribe any controlled substances, regardless of your request to opt-out.