

Allergy & Asthma Care Center

Patient Rights

1. Access to Care: Individuals shall be accorded impartial access to treatment or accommodations as to their requests and needs for treatment or service that are within the clinic's capacity, availability, its stated mission and applicable law and regulation, regardless of race, creed, sex, national origin, religion, disability/handicap or source or payment for care.
2. Respect and Dignity: All individuals, whether adult, adolescent or child, have the right to considerate, respectful care at all times and under all circumstances with recognition of their personal dignity and the psychosocial, spiritual and cultural variables that influence their perceptions of illness.
3. Privacy and Confidentiality: The patient* has the right, within the law, to personal and informational privacy, as manifested by the right to:
 - A. Receive appropriate treatment in the least restrictive setting available.
 - B. Refuse to talk with or see anyone not officially connected with the clinic, including visitors, or persons officially connected with the clinic but who are not directly involved in his/her care.
 - C. Wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment.
 - D. Be interviewed and examined in surroundings designed to assure reasonable audiovisual privacy.
 - E. Expect that any discussion or consultation involving the patient's case, whether adult, adolescent or child, will be conducted discreetly, and that individuals not directly involved in his/her care will not be present without his/her permission.
 - F. Have the right to review his/her medical records and have the information explained, except when restricted by law.
 - G. Have the medical records read only by individuals directly involved in the treatment or the monitoring of its quality, and by other individuals only on the patient's* written authorization. If the records are released to insurers, that confidentiality is emphasized.

* or his/her parent or legally designated representative

- H. Expect all communications and other records pertaining to his/her care, including the source of payment for treatment, to be treated as confidential.
 - I. Request a transfer to another treatment room if another patient or visitor is unreasonably disturbing him/her.
 - J. Be placed in protective privacy when considered necessary for personal safety.
4. Personal Safety: The patient, whether adult, adolescent or child, has the right to expect reasonable safety insofar as the clinic practices and environment are concerned. This includes the right to a humane treatment environment that provides reasonable protection from harm and appropriate privacy for personal reason.
 5. Identity: The patient* has the right to know the identity and professional status of individuals providing service to him/her and to know which physician or other practitioner is primarily responsible for his/her care. This includes the right to know of the existence of any professional relationship among individuals who are treating him/her, as well as the relationship of the clinic to any other health care or educational institution involved in his/her care. Participation by patients in clinical training programs or in the gathering of data for research purposes should be voluntary.
 6. Information: The patient* has the right to obtain from the practitioner responsible for coordination of his/her care complete and current information concerning his/her diagnosis (to the degree known), treatment and any known prognosis. This information should be communicated in terms the patient* can reasonably be expected to understand. When it is not medically advisable to give such information to the patient, the information should be made available to a legally authorized individual.
 7. Communication: The patient* has the right of access to people outside the clinic by means of visitors and by verbal or written communication. When the patient* does not speak or understand the predominant language of the community, he/she should have access to an interpreter.
 8. Consent: The patient* has the right to the information necessary to enable him/her, in collaboration with the health care practitioner, to make treatment decisions involving his/her health care that reflect his/her wishes. To the degree possible, this should be based on a clear, concise explanation of his/her condition and of all possible side effects. The patient should not be subjected to any procedure without voluntary, competent and understanding consent by the patient.* Where a medically significant need for care or treatment exists, the patient* shall be so informed. The patient* has the right to know who is responsible for authorizing and performing the procedure or treatment. The patient* shall be informed if the clinic proposes to engage in or

* or his/her parent of legally designated representative

perform human experimentation or other research/educational projects affecting his/her care or treatment, and the patient has the right to participate in any such activity. If the patient chooses not to take part, he/she shall receive the most effective care the clinic otherwise provides.

9. Consultation: The patient* has the right to accept medical care or to refuse treatment to the extent permitted by law and be informed of the medical consequences of such refusal. When refusal of treatment by the patient* prevents the provision of appropriate care in accordance with ethical and professional standards, the relationship with the patient may be terminated upon reasonable notice. The patient also has the right to an individualized treatment plan and to participate in the development of the plan.
10. Transfer and Continuity of Care: A patient has the right to expect that the clinic will give necessary health services to the best of its ability. Treatment, referral or transfer may be recommended. If transfer is recommended or requested, the patient will be informed of risks, benefits and alternatives. The patient will not be transferred until the other institution agrees to accept such patient.
11. Charges: Regardless of the source of payment for the individual's care, the patient* has the right to request and receive an itemized and detailed explanation of his/her total bill for services rendered in the clinic. The patient has the right to timely notice prior to termination of his/her eligibility for reimbursement by any third party payer for the cost of his/her care.
12. Delineation of Patient's Rights: The rights of the patient may be delineated on behalf of the patient, to the extent permitted by law, to the patient's guardian, next of kin or the individual legally authorized responsible if the patient:
 - A. Has been adjudicated incompetent in accordance with the law, or
 - B. Is found by his/her physician to be medically incapable of understanding the proposed treatment or procedure, or
 - C. Is unable to communicate his/her wishes regarding treatment, or
 - D. Is a minor.
13. Rules and Regulations: The patient* should be informed of the clinic rules and regulations applicable to his/her conduct as a patient. Patients are entitled to information about the mechanism for the initiation, review and resolution of patient complaints.

* or his/her parent or legally designated representative

Patient Responsibilities

1. The patient* has the responsibility to provide, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to his/her health. The patient has the responsibility to report unexpected changes in his/her condition to the responsible practitioner. A patient* is responsible for making it known whether he/she clearly comprehends a contemplated course of action and what is expected of him/her.
2. A patient* is responsible for following the treatment plan recommended by the practitioner primarily responsible for his/her care. This may include following the instructions of health care personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders, and as they enforce the applicable clinic rules and regulations. The patient is responsible for keeping appointments and, when he/she is unable to do so for any reason, for notifying the responsible practitioner or the clinic.
3. The patient* is responsible for his/her actions if he/she refuses treatment or does not follow the practitioner's instructions. If the patient cannot follow through with the treatment, he/she is responsible for informing the physician.
4. The patient* is responsible for assuring that the financial obligations of his/her health care are fulfilled as promptly as possible. The patient is responsible for providing information for insurance.
5. The patient* is responsible for following clinic rules and regulations affecting patient care and conduct.
6. The patient* is responsible for being considerate of the rights of other patients and personnel and for assisting in the control of noise, smoking and the number of visitors. The patient is responsible for being respectful of the property of other persons and of the clinic.
7. A patient's health depends not just on his/her care but in the long term, on the decisions he/she makes in his/her daily life. He/she is responsible for recognizing the effect of lifestyle on his/her personal life.

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