

North Hills Integrative Medicine Associates

PATIENT'S RIGHTS AND RESPONSIBILITIES

We respect your rights as a patient and a person and recognize that you are an individual with unique healthcare needs. We want you to know your rights as a patient as well as your obligations to yourself, other patients, your health care provider(s) and this practice.

We encourage a partnership between you and North Hills Integrative Medicine Associates. Your role as a patient is to exercise your rights and take responsibility by asking for clarification of things you do not understand. These rights will be extended to family and/or surrogate decision maker, whichever is appropriate.

Your Rights...

- **Information Disclosure** – You have the right to receive accurate and easily understood information about your health care plan and your providers. If you speak another language, have a physical or mental disability, or just don't understand something, assistance will be provided so you can make informed health care decisions.
- **Choice of Providers and Plans** – You have the right to a choice of health care providers that is sufficient to provide you with access to appropriate high-quality health care.
- **Access to Emergency Services** – If you have severe pain, an injury or sudden illness that convinces you that your health is in serious jeopardy, you have the right to receive screening and stabilization emergency services whenever and wherever needed, without prior authorization or financial penalty.
- **Participation in Treatment decision** – You have the right to know all your treatment options and to participate in decisions about your care. Parents, guardians, family members, or other individuals that you designate can represent you if you cannot make your own decision.
- **Respect and Nondiscrimination** – You have the right to considerate, respectful and nondiscriminatory care from your doctor, health plan representative and other health care providers.
- **Confidentiality and Health Information** – You have the right to talk in confidence with the health care team and to have your health care information protected. You also have the right to review and copy your own medical record and request that your physician amend your record if it is not accurate, relevant, or complete.
- **Complaints and Appeals** – You have the right to a fair, fast and objective review of any complaint you have against your health plan, doctors, hospitals or other health care personnel. This included complaints about waiting times, operating hours, the conduct of health care personnel, and the adequacy of health care facilities.

...And Responsibilities

- Take responsibility for maximizing health habits, such as exercising, not smoking, and eating a healthy diet.
- Become involved in specific health care decisions
- Work collaboratively with healthcare providers in developing and carrying out agreed-upon treatment plans.
- Disclose relevant information and clearly communicate your wants and needs.
- Use the health plan's internal complaint and appeal processes to address concerns that may arise.
- Avoid knowingly spreading disease.
- Recognize the reality of risks and limits of science of medical care and the human fallibility of the health care professional.
- Be aware of the health care provider's obligation to be reasonably efficient and equitable in providing care to other patients and the community.
- Become knowledgeable about his or her health plan coverage and health plan options (when available) including all covered benefits, limitations, and exclusions, rules regarding use of network providers, coverage, and referral rules, appropriate processes to secure additional information and their process to appeal coverage decision.
- Show respect for other patients and health workers.
- Make a good-faith effort to meet financial obligation.
- Follow the rules and regulations set by the provider and this facility.