



## PATIENT RIGHTS AND RESPONSIBILITIES

Bright Hope is committed to providing compassionate care in a safe and respectful environment. This guide outlines the your rights as a patient and your responsibilities to help the center provide you with high-quality care.

### YOUR RIGHTS

#### **General Rights:**

- You have the right to respectful care provided by competent personnel in a safe environment, upholding your personal dignity, privacy, and values.
- You have the right to quality care under professional standards that are continually maintained and reviewed.
- Patients are entitled to freedom from the fear of pain, and pain itself, within the limits of professional capabilities.

#### **Access to Care:**

- You the right to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, or disability.
- If you have a disability, you have the right to request the assistance needed to maintain independence in your care.
- If you do not speak English, you have the right to be provided with an interpreter, if one is available for your language.

#### **Informed Consent:**

- You have the right to provide informed consent and the right to information necessary for informed consent, including information concerning your diagnosis, planned course of treatment, alternatives, and risks.
- You have the right to refuse any examinations or treatment, except as otherwise provided by law. If you refuse treatment, you will be informed of medical consequences of your refusal. If your refusal of treatment prevents the provision of appropriate care in accordance with professional standards, the physician's relationship with you as the patient may be terminated upon reasonable notice.
- You have the right to know if medical treatment is for purposes of experimental research and to give your consent or refusal to participate in such experimental research.

#### **Communication:**

- You have the right to have all medical information (including but not limited to diagnosis, treatment, complications, and alternatives) explained in terms that you can understand, and to receive a prompt and reasonable response to questions and requests.
  - You have the right to request and receive all information contained in the your medical record.
  - You have the right to have all your medical records treated as confidential and approve or refuse all releases of information (except as otherwise provided by law, immediate safety, or contractual arrangements).
- Personal Privacy:**
- You have the right to personal privacy, to receive care in a safe setting, and to be free from all forms of abuse or harassment.
  - Your case discussion, consultation, examination and treatment are considered confidential and should be conducted discreetly.
  - You have the right to have a person of your own sex present during certain parts of a physical examination, treatment or procedure performed by a health professional of the opposite sex.
  - You have the right not to remain disrobed any longer than required for accomplishing the medical purpose for which you were asked to disrobe.
  - You have the right to determine whether you want visitors to accompany you into the clinic's examination or treatment areas. You may withdraw your consent for visitors at any time.



#### **Provider Information and Choice:**

- You have the right, upon request, to be given the name and credentials of your attending physician, the names and credentials of all other physicians directly participating in your care, and the names, functions, and credentials of other healthcare providers having direct contact with you. This includes your right to know of any professional relationship among individuals who are treating you, as well as that relationship to other healthcare or educational institutions involved in their care.
- You have the right to request a different healthcare professional, if one is available.
- You have the right to request and receive assistance in obtaining consultation with another physician at your own expense.

#### **Feedback and Complaints:**

- You have the right to be heard (without fear of retaliation) when you have a concern regarding quality of care or patient safety.
- You may provide feedback anonymously or otherwise in any of the following ways:
  - Patient Feedback Form (provided at the initial visit and upon request)
  - Complaint Form (available upon request)
  - Via phone call (610-821-4000)
  - Via email ([patientservices@brighthopecenters.org](mailto:patientservices@brighthopecenters.org))
  - In person, to a supervisor

### **PATIENT RESPONSIBILITIES**

- A patient is responsible for providing to the healthcare provider, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications (including over-the-counter products and dietary supplements), allergies and sensitivities, and other matters relating to his or her health.
- The clinic expects patients to cooperate with all clinic personnel and to ask questions if directions are not clearly understood.
- Patients are expected to be considerate and respectful of other patients, clinic personnel, and visitors, and to assist in the control of noise at all times. Patients are also expected to be respectful of the property of other persons and the property of the clinic.
- In order to facilitate patient care and the efforts of clinic personnel, patients are expected to help the healthcare personnel in their efforts by following their instructions and medical orders. Patients are responsible for keeping appointments, and, when they are unable to do so for any reason, for notifying the clinic. Patients are responsible for their actions if they refuse treatment or do not follow the practitioner's instructions from the agreed-upon treatment plan.
- A patient is responsible for following healthcare facility rules and regulations affecting patient care and conduct.