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## Patient Rights and Responsibilities

Our practice is committed to providing quality health care. Patients at Willwood Consulting Services have the following Patient Rights and Responsibilities.

### All Patient Rights

1. Considerate and respectful health care treatment, regardless of race, creed, age, sex or sexual orientation.
2. Knowledge of the name of the healthcare provider who has primary responsibility of coordinating your care and the names and professional relationships of other physicians who will see you.
3. Receive information from your health care provider who has primary responsibility of coordinating your care with other physicians who will see you.
4. Receive information from your health care provider about your condition, treatment, and your prospects for recovery in terms that you can understand.
5. Receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in this treatment, alternate course of treatment or non-treatment and the risks involved in each, and to know the name of the person who will carry out the procedure or treatment.
6. Participate actively in decisions regarding your medical care. To the extent permitted by law, this includes the right to refuse treatment.
7. Full consideration of privacy concerning your medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. The patient has the right to be advised as to the reason for the presence of the individual.
8. Confidential treatment of all personally identifiable data, communications and medical records pertaining to your care at Willwood Consulting Services, and know what entities have access to your information. You will receive a separate "Notice of Privacy Practices" that explains your privacy rights in detail and how we may use and disclose your protected health information.
9. Leave the clinic/treatment even against the advice of your physician.
10. Reasonable continuity of care to know in advance the time and location of appointment, as well as the health care team member providing care.
11. Be informed by your physician or a delegate of your physician of your continuing healthcare requirements.
12. Examine and receive an explanation of your bill regardless of the source of payment.
13. Know which clinic rules and policies apply to your conduct as a patient.

14. Have all patient rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
15. The personal review of your own medical records by appointment and in accordance with applicable State and Federal guidelines.
16. Seek a second opinion.
17. Obtain a copy of patient medical records.
18. Be advised of any conflict of interests your care provider may have in respect to their care.
19. Decline participation in or disenroll from programs and services offered by the Willwood Consulting Services.
20. Know which staff are responsible for managing your services and from whom to request a change of care team.
21. Have all Willwood Consulting Services personnel observe these rights.
22. Access information about Willwood Consulting Services (including program and services provided on behalf of the client organization), its staff's qualification and any contractual relationships.
23. Be supported by Willwood Consulting Services to collaborate on decisions with your practitioners and to make healthcare decisions interactively with your care team.
24. Be informed of all case management services available or treatment options included or mentioned in clinical guidelines, even if a service is not covered, and to discuss options with your care team.
25. Communicate complaints to Willwood Consulting Services and receive instruction on how to use the complaint process, including Willwood Consulting Services's standard of timeliness for responding to and resolving complaints and issues of quality.
26. Receive understandable information.

### **All Patients Responsibilities**

1. Providing information concerning past and present illness, complaints, allergies, hospitalizations and medical history to the best of your ability.
2. Providing staff with current and complete insurance information, including any secondary insurance, each time you see your clinician.
3. Signing a "Release of Information" form when asked so your clinician can get medical records from other clinicians involved in your care.
4. Telling your care provider about all prescription medication(s), alternative, i.e. herbal or other therapies, or over-the-counter medications you take. If possible, bring the bottles to your appointments.
5. Telling your care provider about any changes in your condition or reactions to medications or treatment.
6. Following the treatment plan recommended by your care provider. This includes responsibility for keeping your appointments and for notifying your care provider if you are unable to do so.
7. If you refuse treatment or refuse to follow instructions given by your care provider, you are responsible for any medical consequences.
8. Keeping your appointments. If you must cancel your appointment, please call at least 24 hours in advance.

9. Meeting your financial responsibilities regarding medical care or discussing financial hardships with your physicians. You should be aware of costs associated with using a limited resource like health care and try to use medical resources judiciously.
10. Following the clinic rules and regulations about care and patient conduct; for example, there is no smoking in our office.
11. Respecting the rights and property of our staff and other persons in the office.
12. Recognizing that a healthy lifestyle can often prevent or mitigate illness and take responsibility to follow preventive measures and adopt health-enhancing behaviors.
13. Being aware of and refraining from behavior that unreasonably places the health of others at risk. Ask about what you can do to prevent transmission of infectious disease.
14. Refraining from being disruptive in the clinical setting.
15. Not knowingly initiating or participating in medical fraud.
16. Reporting illegal or unethical behavior by care providers to the appropriate medical societies, licensing boards, or law enforcement authorities.
17. Participate in the program offered by Willwood Consulting Services.
18. Follow the mutually agreed on case management plan or notify the case manager if you cannot follow the plan offered by Willwood Consulting Services.
19. Provide Willwood Consulting Services with information necessary to deliver services.
20. Notify Willwood Consulting Services and your usual care provider or treating practitioner if you opt out of the program.

### **Summary of the Florida Patient's Bill of Rights and Responsibilities (Florida patients only)**

Florida law requires that your health care provider or health care facility recognize your rights while you are receiving medical care and that you respect the health care provider's or health care facility's right to expect certain behavior on the part of patients. You may request a copy of the full text of this law from your health care provider or health care facility. A summary of your rights and responsibilities follows:

1. A patient has the right to be treated with courtesy and respect, with appreciation of his or her individual dignity, and with protection of his or her need for privacy.
2. A patient has the right to a prompt and reasonable response to questions and requests.
3. A patient has the right to know who is providing medical services and who is responsible for his or her care.
4. A patient has the right to know what patient support services are available, including whether an interpreter is available if he or she does not speak English.
5. A patient has the right to bring any person of his or her choosing to the patient-accessible areas of the health care facility or provider's office to accompany the patient while the patient is receiving inpatient or outpatient treatment or is consulting with his or her health care provider, unless doing so would risk the safety or health of the patient, other patients, or staff of the facility or office or cannot be reasonably accommodated by the facility or provider.
6. A patient has the right to know what rules and regulations apply to his or her conduct.
7. A patient has the right to be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.

8. A patient has the right to refuse any treatment, except as otherwise provided by law.
9. A patient has the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care.
10. A patient who is eligible for Medicare has the right to know, upon request and in advance of treatment, whether the health care provider or health care facility accepts the Medicare assignment rate.
11. A patient has the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
12. A patient has the right to receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.
13. A patient has the right to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, handicap, or source of payment.
14. A patient has the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
15. A patient has the right to know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such experimental research.
16. A patient has the right to express grievances regarding any violation of his or her rights, as stated in Florida law, through the grievance procedure of the health care provider or health care facility which served him or her and to the appropriate state licensing agency.
17. A patient is responsible for providing to the health care provider, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his or her health.
18. A patient is responsible for reporting unexpected changes in his or her condition to the health care provider.
19. A patient is responsible for reporting to the health care provider whether he or she comprehends a contemplated course of action and what is expected of him or her.
20. A patient is responsible for following the treatment plan recommended by the health care provider.
21. A patient is responsible for keeping appointments and, when he or she is unable to do so for any reason, for notifying the health care provider or health care facility.
22. A patient is responsible for his or her actions if he or she refuses treatment or does not follow the health care provider's instructions.
23. A patient is responsible for assuring that the financial obligations of his or her health care are fulfilled as promptly as possible.
24. A patient is responsible for following health care facility rules and regulations affecting patient care and conduct.