

# PATIENT RIGHTS

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## POLICY STATEMENT

West Coast Women's Specialists, will honor the rights of patients, their family, significant others, reciprocal beneficiaries or guardians. The patient's right to treatment or services is respected and supported. West Coast Women's Specialists will advise patients of their rights and responsibilities, and will maintain a mechanism for resolving conflicts, complaints, or grievances that arise concerning the care of the patient. West Coast Women's Specialists follows ethical behavior in its care, treatment, and services and business practices.

## AS A PATIENT YOU HAVE THE RIGHT TO

1. Expect that West Coast Women's Specialists does not discriminate on the basis of race, color, religion, national origin, age, disability and sexual orientation.
2. Have an environment that preserves dignity and contributes to a positive self-image.
3. Receive considerate and respectful care at all times and under all circumstances, with recognition of your personal dignity, values and beliefs.
4. Know the name and professional status of those providing services to you and know by name an attending physician responsible for coordinating or primarily responsible for your care.
5. Know about your illness and participate in the decisions that affect your health and wellbeing, obtain complete and current information about your diagnosis, the planned course of treatment, and the prognosis, or medical outlook for your future, in terms you can reasonably be expected to understand.
6. Be informed of the outcomes of care, treatment, and services that have been provided, including unanticipated outcomes. West Coast Women's Specialists respects the patient's right to and need for effective communication.
7. Receive from your physician or other healthcare practitioner, except in emergencies, information necessary to give informed consent prior to the start of any procedure or treatment and know the name of the person responsible for the procedure or treatment. Such information should include the specific procedure or treatment to be performed; the medically significant risks and benefits associated with a recommended treatment or test; the likely duration of incapacitation; the medically significant alternatives for care or treatment when they exist; and the risks and benefits associated with no treatment at all.
8. Refuse treatment to the extent permitted by law and be informed of the medical consequences of that refusal. West Coast Women's Specialists shall be relieved of responsibility for any harm that comes to you as a result of refusal of treatment.
9. Receive appropriate assessment and aggressive management of pain.
10. Expect reasonable privacy and confidentiality of your medical care program and records. People not directly involved in your care must have your permission to be present when care is given. Certain conditions, such as cases of some communicable diseases, industrial diseases or accidents, and suspected cases of child or elder abuse, must by law be reported to appropriate state agencies, even without your authorization. In some cases involving potential liability, the medical center may disclose information in medical records to its own attorneys and agents.
11. Be informed by the attending physician of any continuing health care requirements following discharge.
12. Receive an itemized, detailed and understandable explanation of charges upon request.
13. Be free from mental, physical, sexual and verbal abuse, neglect, and exploitation.
14. File a written or verbal complaint or grievance with West Coast Women's Specialists, regarding your care and treatment and have your grievance reviewed. If you have concerns that you wish to discuss, you should notify your physician, nurse or the Practice Administrator at (941) 745-5115.

**Si desea una copia en español de este aviso, por favor pregunte al recepcionista. Gracias.**