

Patient Rights and Responsibilities

The following are guidelines in the treatment of our patients:

- Patients will be treated with dignity and respect.
- Patients will be assured that all patient information is kept confidential.
- Patients will be afforded all his/her/their rights and privileges afforded by State and Federal laws.
- Patients have the right to know the name, professional status, and function of those behavioral healthcare practitioners involved in his/her/their care and treatment.
- Patients will receive assistance in understanding his/her/their insurance benefits.
- Patients will be involved in decisions involving his/her/their treatment.
- Patients have the right to ask questions about their health status or recommended treatment when they do not fully understand what has been described and to have their questions answered.
- Patients have the right to make decisions about the care the clinician recommends and to have those decisions respected. A patient who has decision-making capacity may accept or refuse any recommended medical intervention.
- Patients will be informed of the consequences of refusing treatment and/or not complying with prescribed treatment.
- Patients will be informed of the complaint, grievance, and appeal processes should a dispute arise over treatment and/or insurance claims.
- Patients will be afforded every reasonable effort to accommodate his/her/their cultural, language, or gender preferences in the selection of a provider.
- Patients will be provided with sufficient information to enable him/her/them to render informed consent to treatment policies at the time of the first appointment.

Patient (and/or Guardian) Responsibilities:

- Patients will treat the provider and BHA staff with dignity and respect.
- Patients will provide accurate information and update any changes within ten business days.
- Patients will comply with the provider recommendations for treatment or discuss concerns with the provider before making any unapproved medication changes. If there is a disagreement with the current treatment plan, we will be happy to provide you records and other resources in the Chattanooga area for transfer of care.
- Patients will avoid actions or threats that endanger the lives or health of BHA staff, providers, other patients, or property.
- Patients will not engage in illegal acts such as forging or falsifying a provider's name on documents requiring a provider's signature.
- Patients are required to pay any fees at the time of the appointment.
- Patients are requested to keep scheduled appointments or to notify the provider as soon as possible regarding a missed appointment. If 24-hour notice is not received, Patients are required to abide by BHA's cancellation policies and fees.
- Patients are requested to notify the provider if they decide to discontinue treatment.