

**C.A.R.E.**  
for the Bay Area  
**Patients' Rights and Responsibilities**

**PATIENTS' RIGHTS:**

Patients at all times are given equitable, unbiased, considerate, dignified, and respectful care, that is free of abuse and harassments.

- Receive care in a safe setting, free from abuse or harassment.
- Receive appropriate assessment and safe and effective pain management.
- Receive respectful consideration and care with recognition of personal values and belief systems.
- Wear appropriate personal clothing or religious, cultural or other symbolic items that do not interfere with recommended diagnostic procedures or treatment.

Patients are provided appropriate privacy regarding medical records and during interviews, examinations, treatment, and consultation. Medical information will not be released without patient's written consents.

Patients have the right to full access of services

- To receive, as soon as possible, the services of a translator and/or interpreter, telecommunications devices, and any other necessary services or devices to facilitate communication between the patient and the facility's health care personnel
- To bring a service animal into the facility, except where service animals are specifically prohibited pursuant to facility policy (e.g., procedure/operating rooms, areas where invasive procedures are performed, etc.)
- To pastoral counseling and to take part in religious and/or social activities while in the surgery center, unless your doctor thinks these activities are not medically advised

Patients are given the opportunity to participate in decisions involving their health care, are allowed to give informed consent or to refuse any proposed treatment or procedure. Patients are provided, to the degree known, complete information concerning their diagnosis, treatment, and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.

Patients, prior to treatment, are informed of their financial responsibility and are provided with a receipt and explanation of their bill, regardless of source of payment.

Patients have the right to have their complaints addressed, and to receive a timely and appropriate response. The facility does not engage in reprisals or discriminatory behavior towards patients that voice a grievance. A grievance or complaint can be made to C.A.R.E. for the Bay Area by phone (408.628.0783), by email ([patientcare@care4ba.com](mailto:patientcare@care4ba.com)) or in writing (555 Knowles Drive, Suite 212, Los Gatos, CA 95032). Complaints can also be filed with the Medical Board of California: 800-633-2322 or [www.mbc.ca.gov](http://www.mbc.ca.gov).

C.A.R.E. for the Bay Area is accredited by the Accreditation Association for Ambulatory Health Care, Inc. Any complaints regarding services provided at C.A.R.E. for the Bay Area can be directed in writing to AAAHC at 3 Parkway North, Suite 201, Deerfield, Illinois 60015, by phone at 847.853.6060, or by fax at 847.853.9028.

Patients are provided information concerning:

- Services available at the facility as well as the provision for after-hour and emergency care
- Fees for services and payment policies
- Methods for expressing grievances and suggestions to the facility
- Opportunity to formulate advance directives for care when appropriate.

Patients exercise these rights without regard to sex, cultural, economic, educational, religious background or the source of payment for care. Patients have the right to delegate the exercise of these rights to a representative. These rights may be exercised on behalf of a patient judged legally incompetent.

**PATIENTS' RESPONSIBILITIES:**

Patients fully participate in decisions involving their own health care and follow agreed-upon plan of care.

Patients accept responsibility for actions if refusing treatment or deciding not to follow the practitioner's professional medical instructions.

Patients cooperate with physician and ask questions if not understanding instructions or information.

Patients provide physician with a complete and accurate history about illnesses, hospitalizations, medications, and other matters related to health.

Patients notify facility if there is any problem or dissatisfaction with care or services.

Patients arrange for a responsible adult for transport from the facility and for accompaniment for 24 hours, if indicated.

Patients treat personnel, other patients, and visitors of the facility with respect, consideration, and dignity.

Patients give timely notice when canceling an appointment.

Before entering the facility, patients understand the healthcare plan and assure timely payment of financial obligations.

Patients observe the rules and regulations of the facility.