

# NMOP Patient Rights and Responsibilities

## Patient Rights

1. A patient has the right to respectful care given by competent workers.
2. A patient has the right to know the names and the jobs of his or her caregivers.
3. A patient has the right to privacy with respect to his or her medical condition. A patient's care and treatment will be discussed only with those who need to know.
4. A patient has the right to have his or her medical records treated as confidential and read only by people with a need to know. Information about a patient will be released only with permission from the patient or as required by law.
5. A patient has the right to request amendments to and obtain information on disclosures of his or her health information, in accordance with law and regulation.
6. A patient has the right to know what facility rules and regulations apply to his or her conduct as a patient.
7. A patient has the right to have emergency procedures done without unnecessary delay.
8. A patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
9. A patient has the right to make informed decisions regarding his or her care and has the right to include family members in those decisions.
10. A patient has the right to information from their practitioner in order to make informed decisions about his or her care. This means that patients will be given information about their diagnosis, prognosis, and different treatment choices. This information will be given in terms that the patient can understand. This may not be possible in an emergency.
11. A patient has the right to have help getting another doctor's opinion at his or her request and expense.
12. A patient has the right to care without regard to race, color, religion, disability, sex, sexual orientation, national origin, or source of payment.
13. A patient has the right to be given information in a manner that he or she can understand. A patient who does not speak English, or is hearing or speech impaired, has the right to an interpreter, when possible.
14. Upon request, a patient has the right to access all information contained in the patient's medical records within a reasonable timeframe. This access may be restricted by the patient's doctor only for sound medical reasons. A patient has the right to have information in the medical record explained to him or her.
15. A patient has the right to treatment that avoids unnecessary discomfort.
16. A patient has the right to a copy of his or her bills. A patient also has the right to have the bill explained.
17. A patient has the right to request help in finding ways to pay his or her medical bills.
18. A patient has the right to access people or agencies to act on the patient's behalf or to protect the patient's right under law. A patient has the right to have protective services contacted when he or she or the patient's family members are concerned about safety.
19. A patient has the right to be informed of their rights at the earliest possible time during their treatment.
20. A patient has the right to personal privacy and to receive care in a safe and secure setting.
21. A Medicare patient has the right to appeal decisions about his or her care to a local Medicare Review Board. The Facility will provide the name, address, and phone number of the local Medicare Review Board and information about filing an appeal.
22. A patient has the right to be free from all forms of abuse or harassment.
23. A patient has the right to be involved in resolving dilemmas about care decisions.
24. A patient has the right to have his or her complaints about care resolved.
25. A patient has the right to be free from financial exploitation by the health care facility.
26. A patient has the right to accept or decline electronic notifications.
27. The family/guardian of a child or adolescent patient (under the age of 16) has the right and responsibility to be involved in decisions about the care of the child. A child or adolescent has the right to have his or her wishes considered in the decision-making as limited by law. An adolescent patient over the age of 16, but under the age of 18, can elect to not have their parent/guardian involved in decisions regarding their care.
28. A patient between the ages of 16-18 has the right to give consent to North Metro Orthotics and Prosthetics to contact their parent/guardian with information regarding appointments and other notifications. They (the patient) also has the right to withdraw their consent at any time without notifying their parent/guardian.
29. A child or adolescent patient has the right to expect that care and the physical environment will be appropriate to his or her age, size, and needs.

## Patient Responsibilities

1. Patients are responsible for providing correct and complete information about their health and past medical history.
2. Patients are responsible for reporting changes in their general health condition, symptoms, or allergies to the responsible caregiver.
3. Patients are responsible for reporting if they do not understand the planned treatment or their part in the plan.
4. Patients are responsible for following the recommended treatment plan they have agreed to, including instruction from nurses and other health personnel.
5. Patients are responsible for keeping appointments.
6. Patients are responsible for treating others with respect.
7. Patients are responsible for following facility rules regarding smoking, noise, and use of electrical equipment.
8. Patients are responsible for what happens if they refuse the planned treatment.
9. Patients are responsible for paying for their care.
10. Patients are responsible for respecting the property and rights of others.
11. Patients are responsible for assisting in the control of noise and the number of visitors in their rooms