

PATIENTS' BILL OF RIGHTS AND RESPONSIBILITIES

Harrington and Associates Plastic Surgery presents a Patient's Bill of Rights with the expectation that observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, his/ her physician, and the group organization. It is recognized that a personal relationship between the physician and the patient is essential for the provision of proper medical care. The traditional physician-patient relationship takes on a new dimension when care is rendered within an organizational structure. Legal precedent has established that the facility itself also has a responsibility to the patient. It is in recognition of these factors that rights are affirmed.

The patient has the right:

- To respectful treatment with concern for individual, cultural or educational difference.
- To complete, up-to-date information about the condition, treatment and outlook for recovery.
- To know who is responsible for the care provided.
- To personal privacy and confidentiality in communication and medical records.
- To an explanation of the various types of care to be received.
- To refuse treatment, except in some cases where lifesaving treatment is mandated.
- To know of any affiliations your hospital and physician(s) have with other institutions and physicians.
- To change their provider if other qualified providers are available.

The patient has the responsibility:

- To provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other health related matters.
- To report any unexpected change in condition to the responsible physician.
- To say whether a contemplated course of treatment and the patient's obligation in its administration are understood.
- To follow the treatment plan recommended by the physician. The patient is expected to follow up on his/her doctor's instructions, take medication when prescribed, and as questions concerning his/her own health care that he/she feels are necessary.
- To keep appointments or notify the appropriate person if it is not possible to do so.
- To accept the consequences of choosing to ignore physician instructions or to refuse treatment.
- To see that the financial obligations assumed in receiving health care are met as promptly as possible.
- To inform the provider about any living will, medical power of attorney, or other directive that could affect his/ her care.
- Be Respectful of all healthcare providers and staff, as well as other patients.

Patient Complaints:

If you are dissatisfied with any service you have received, please ask to speak to the administrator. No catalog of rights can guarantee, for the patient, the kind of treatment he/ she has a right to expect. Within this facility, all activities must be conducted with an overriding concern for the patient, and above all, the recognition of his/ her dignity as a human being. Success in achieving this recognition assures success in the defense of the rights of the patient.

