

GSU CLINIC

Patient Rights and Responsibilities

Effective: 07-01-2016

GSU Clinic recognizes the importance of basic rights of all patients. At the same time, GSU Clinic has the right to expect reasonable and responsible behavior on the part of patients, their relatives and friends. The following rights and responsibilities of patients are, therefore, considered reasonable and GSU Clinic will endeavor to protect the same.

Rights of Patients:

1. To be afforded impartial access to treatment regardless of race, creed, sex, national origin, handicap condition, or age and to be treated with respect and dignity at all times.
2. The right to change providers and participate in decisions regarding his/her care.
3. To wear appropriate personal clothing and/or religious symbols, as long as such clothing and/or symbols do not interfere with treatment or diagnostic procedures.
4. To be interviewed and examined in privacy and to have someone of the patient's own gender present if requested.
5. To expect that his or her care and treatment be handled in confidence and that his or her medical record will be read only by authorized individuals.
6. To be informed regarding services offered and cost prior to procedure.
7. To expect that clinic practices and its environment are reasonably safe at all times.
8. To know the identity of all persons providing service to him or her and the identity of the physician who is primarily in charge of his/her case.
9. To expect complete and current information concerning his/her diagnosis (if known), treatment and prognosis in understandable terms.
10. To expect that diagnostic procedures or treatments will be performed only with consent.
11. To request, at his/her own expense, a consultation with a specialist.
12. To refuse treatment.
13. To request and receive an itemized and detailed explanation of his/her bill.
14. To initiate a complaint at any time during the course of treatment and to expect that it will be reviewed and resolved, if possible, in a reasonable period of time.
15. To have pain assessed and managed, and to have information about pain and pain relief measures.
16. To be informed about advanced directives.

Responsibilities of Patients:

1. To provide accurate and complete information about your current complaints, past illnesses, medications and financial status.
2. To comply with all clinic rules and regulations; to follow the orders of your physician and to be responsible for your own actions and outcomes if you refuse treatment or do not follow instructions.
3. To assure that the financial obligations of your healthcare are fulfilled promptly.
4. To be considerate of the rights of others and assist us in controlling noise, the number of visitors allowed and any other distractions which may affect patient care.
5. To accept responsibility for all personal property and valuables brought into the clinic and kept in patient care areas.
6. To ask your doctor or nurse what to expect regarding pain and pain management; to discuss pain relief options with your doctor or nurse; to ask for pain relief when pain first begins; to help the doctor and nurse measure your pain and to tell the doctor and nurse if your pain is not relieved.
7. To report any risks in your care and any unexpected changes in your health condition.
8. To help the clinic improve services by providing feedback about your healthcare needs and expectations.
9. Comply with follow up and care instructions.

