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PATIENT RIGHTS AND RESPONSIBILITIES

Policy Purpose: To provide to our patients their rights and responsibilities at Still Waters Mental Health Services, LLC

Policy and Procedure:

It is the policy of Still Waters Mental Health Services, LLC that our patients have the right to know their rights and responsibilities to assist them in understanding their rights, as well as their responsibilities as our patients. (see Attachment A)



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Attachment A

STILL WATERS MENTAL HEALTH SERVICES, LLC

PATIENT'S RIGHTS AND RESPONSIBILITIES

Patient Bill of Rights

- To receive quality mental health care regardless of your age, sex, religion, national origin, sexual preference, disability, health status or ability to pay.
- To be treated with respect
- To have access information contained in your medical record. You also have the right to participate in decisions involving your health care.
- To personal privacy. Any discussion, consultation, examination and/or treatment regarding your care will be done discreetly.
- Confidentiality of your medical record and other information related to your medical condition.
- To be seen in a safe and clean environment.
- To appoint a person to make health care decisions on your behalf in the event you lose the ability to do so.
- To file a complaint about your care without fear of penalty, to have your complaint reviewed, and when possible, resolved.

Your responsibilities as a Patient are:

- To provide, to the best of your knowledge, complete information about your symptoms, past illnesses, medications and other matters relating to your plan of care.
- To schedule and keep doctor/dentist appointments, or call to cancel your appointment if you cannot be there.
- To notify the medical and dental clinics of any changes in address, family members or insurance coverage (provide a current copy of insurance card).
- To ask questions when you do not understand explanations about your care or services.
- To be responsible for your actions if you refuse treatment or do not follow your physician's/dentist's instructions.
- To follow the organization's policies.
- To be courteous and considerate of all staff