

CHAPTER 3

RECOMMENDED PATIENT RIGHTS AND RESPONSIBILITIES

Every patient should be guaranteed safe, effective, high quality care given with respect and dignity. We believe that the informed patient is better able to cope with the stresses and decisions that may happen during his/her treatment.

When you go to a treatment center, ask for a copy of your rights and responsibilities. This will help you know what to expect from your health care team and what they can expect from you. Your center may have lists like the following.

Your Rights

- ◆ I have the right to be told about my rights and responsibilities in a way that I understand.
- ◆ I have the right to be treated with respect and dignity, and as a unique individual.
- ◆ I have the right to privacy and confidentiality in aspects of my treatment and medical records.
- ◆ I have the right to review my medical records and obtain copies if desired.
- ◆ I have the right to be told about the services offered at the center and any charges for services not covered by insurance or Medicare.
- ◆ I have the right to be told about any financial help available to me.
- ◆ I have the right to be told about my health in a way that I understand.
- ◆ I have the right to meet with my whole health care team to participate as part of the team in the planning of my care.



Your Rights, *continued**

- ◆ I have the right to be told about and to choose my treatment options, including those not offered by my dialysis unit.
- ◆ I have the right to know about the facility's discharge and transfer policies.
- ◆ I have the right to accept or refuse any treatment or medicine my doctor orders for me.
- ◆ I have the right to have and execute advance directives.
- ◆ I have the right to be told about the rules at the treatment center (for example; rules for Visitors, eating, personal conduct, etc.)
- ◆ I have the right to know about grievance process options.

* There are, of course, potential implications and/or consequences for refusing treatment or medicine your doctor has ordered. This refusal may result in a discharge for not following physician orders.

Your Responsibilities

- ◆ In order to make your treatment effective and improve the quality of your life, you and your family should take some specific responsibilities in the day-to-day management of your care. To improve your care:
- ◆ I need to participate as part of the health care team in the planning of my care.
- ◆ I need to treat other patients and staff as I would like to be treated, with respect.
- ◆ I need to pay my bills on time. If this is hard for me, I can ask about a payment plan.
- ◆ I need to tell my health care team if I refuse any treatment or medicine that my doctor has ordered for me.



Your Responsibilities, *continued*

- ◆ I need to tell my health-care team if I don't understand my medical condition or treatment plan.
- ◆ I need to tell my health care team if I have trouble following my diet, taking my medications, or following any other part of my plan of care.
- ◆ I need to be on time for my treatments or other health care appointments.
- ◆ I need to tell the staff at the center if I know that I'm going to be late or miss a treatment or other health care appointments.
- ◆ I need to tell my health-care team if I have medical problems, am going to the dentist, am being treated by another doctor, or have recently been to the hospital.
- ◆ I need to follow the rules of the center.
- ◆ I need to get to and from the center for my treatments. I can talk with my social worker if I need help doing this.
- ◆ I need to inform staff of other changes such as insurance, address, and telephone number.

Adapted from: www.medicare.gov/dialysis/home.asp