

# Notice of Patient Rights & Responsibilities

Form rev. 4/10/2023

At AdaptIV Infusion we prioritize treating every patient with dignity, compassion, and respect. We acknowledge that every patient has fundamental rights, and we remain dedicated to upholding them. Additionally, we expect reasonable and responsible conduct from our patients, as well as their family and friends.

We strictly abide by the federal civil rights laws that prohibit discrimination based on age, gender, disability, race, color, ancestry, citizenship, religion, pregnancy, sexual orientation, gender identity or expression, national origin, medical condition, marital status, veteran status, payment source, ability or any other grounds prohibited by the law.

Our Infusion Center upholds the following patient/client rights and adopt them as our policy:

## PATIENT RIGHTS

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### Considerate and Respectful Care

- To receive care that is professional, safe, of high quality, and free from discrimination or unethical practices.
- To be protected from any type of harassment or abuse.
- To be treated with respect, dignity, and recognition of their individuality, including their privacy needs during treatment.

### Information Regarding Health Status and Care

- To be provided with understandable information about their health status and to be involved in the development and the implementation of their care and treatment plan.
- To know the names and roles of all healthcare professionals, including physicians, involved in their direct care.
- To receive information about any ongoing healthcare requirements following their discharge from the Infusion Center.
- To receive information about the potential risks, benefits, and side effects of all medications and treatment procedures.
- To be informed of the outcomes of care, treatment, and services.
- To receive information about the responsibilities that come with their care, treatment, and services.

### Decision Making and Notification

- To designate a healthcare representative and/or decision maker, and may also opt to exclude certain family members from participating in their healthcare decisions.
- To accept or decline treatment. However, it should be noted that this right does not mean that the patient can demand the provision of medical treatment or services that are medically unnecessary or inappropriate.

### Access to Services

- To promptly receive necessary communication aids, such as translators, interpreters, or telecommunications devices, at no cost, to facilitate effective communication between the patient and healthcare personnel at the Infusion Center. These aids may also include qualified interpreters, written materials in other languages, accessible electronic formats, and large print.
- Patients have the right to bring their service animals to the facility, unless it is prohibited by the facility's policy. (e.g. patient infusion suite where a patient may be immunosuppressed)
- To safe, secure, and sanitary accommodation.
- To receive timely and reasonable response to requests for assistance and inquiries.

### Access to Medical Records

- To confidentiality regarding their medical records, including any electronic medical information, and to access such information in a timely manner. The patient also has the right to determine who can receive copies of their records, except as required by law.
- To obtain copies of their medical records.

### Protective Services

- To access protective and advocacy services.
- To all legal and civil rights as a citizen, except as specifically limited by law.
- To an impartial review of alleged violations of patient rights.
- To expect that emergency procedures will be performed promptly and without any unnecessary delays.
- To provide informed consent for any procedure or treatment and to obtain necessary information to make an informed decision.
- To voice their concerns regarding patient abuse, neglect, misappropriation of property, patient safety, or quality concerns. They can file a complaint with the Department of Health or other certifying bodies responsible for quality improvement and accreditation if their concerns are not resolved within the facility.

**Payment and Administration**

- To review and understand the billing statement for the services provided by the Infusion Center, regardless of payment method. The patient may also request information about financial resources that may be available to cover the costs of the services.
- To be informed whether the healthcare provider or facility accepts the Medicare assignment rate, upon request and prior to receiving treatment.
- To request and receive an estimate of the costs of medical care before receiving treatment.
- To receive written information about the Infusion Center’s policies and procedures for handling and resolving patient complaints, including contact information such as the address and telephone number of where complaints may be filed.

**PATIENT RESPONSIBILITIES**

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The care a patient receives depends partially on the patient him/herself. As such, the patient is also responsible for fulfilling certain duties in addition to the aforementioned rights. These duties should be communicated to the patient with an emphasis on mutual trust and respect.

- To provide accurate and comprehensive information about their health status, medical history, medications, and any other relevant factors concerning their health.
- To inform the healthcare provider of any perceived risks in their care and any unexpected changes in their condition.
- To confirm understanding of any planned actions and their own role in the process, and to ask for clarification if they do not fully comprehend.
- To adhere to the treatment plan prescribed by their physician, which includes complying with the instructions of nurses and other healthcare professionals who are implementing the physician’s orders.
- To keep scheduled appointments or inform the Infusion Center in a timely manner if unable to attend.  
[refer to Appointment No-Show, Late & Cancellation Policy for specific requirements]
- To accept the consequences if they choose to refuse treatment or do not comply with the physician’s orders.
- To ensure that the financial obligations of their healthcare is fulfilled promptly.
- To notify the facility of any changes or potential changes to your insurance.
- To keep appointments and notify the facility if you are unable to do so for any reason.
- To notify the facility if you will be 15 minutes or more late and recognize that the office may or may not be able to keep your current appointment and you may need to reschedule the appointment.
- To follow facility policies, procedures, rules, and regulations.
- To be considerate of the rights of other patients and facility personnel.
- To show respect towards their own personal belongings as well as those of others in the facility.
- To assist the staff in assessing their pain, promptly request relief, discuss relief options and expectations with caregivers, collaborate with caregivers to develop a pain management plan, inform the staff when pain is not relieved, and communicate any concerns or worries regarding pain medication.
- To report any violation of their rights or safety concerns, including perceived risks in their care and unexpected changes in their condition, to the facility.

I \_\_\_\_\_ affirm that I have read and understand the patient rights and responsibilities and have received a copy of the patient rights and responsibilities.

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Patient Signature or Legal Representative Signature

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Date (mm/dd/yy)

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Witness Signature