



## Patient Rights & Responsibilities

ProAct and its participating providers all operate under established policies and procedures to prohibit discrimination against any Patient on the basis of any Federal listing of protected classes. Participating Providers also agree to abide by the Patient Rights and Responsibilities as set forth by ProAct and summarized below.


### **A patient has the right to:**

Be treated with courtesy and respect, with appreciation of his or her dignity, and with protection of privacy.

- A prompt and reasonable response to questions and requests.
- Know who is providing medical services and who is responsible for his or her care.
- Know what patient support services are available, including if an interpreter is available if the patient does not speak English.
- Know what rules and regulations apply to his or her conduct.
- Be given by the health care provider information such as diagnosis, planned course of treatment, alternatives, risks, and prognosis.
- Refuse any treatment, except as otherwise provided by law.
- Be given full information and necessary counseling on the availability of known financial resources for care.
- Know whether the health care provider or facility accepts the Medicare assignment rate, if the patient is covered by Medicare.
- Receive prior to treatment, a reasonable estimate of charges for medical care.
- Receive a copy of an understandable itemized bill, if requested, to have the charges explained.
- Receive medical treatment or accommodations, regardless of race, national origin, religion, handicap, or source of payment.
- Receive treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- Know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such research.
- Express complaints regarding any violation of his or her rights.

### **A patient is responsible for:**

- Giving the health care provider accurate information about present complaints, past illnesses, hospitalizations, medications, and any other information about his or her health.
- Reporting unexpected changes in his or her condition to the health care provider.

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- Reporting to the health care provider whether he or she understands a planned course of action and what is expected of him or her.
  - Following the treatment plan recommended by the healthcare provider.
  - Keeping appointments and, when unable to do so, notifying the health care provider or facility.
  - His or her actions if treatment is refused or if the patient does not follow the health care provider's instructions.
  - Making sure financial responsibilities are carried out.
  - Following health care facility conduct rules and regulations.