

# Mid-State Health Center

## Patient Rights and Responsibilities

### Patient Bill of Rights

*Each patient of Mid-State Health Center has a right to:*

1. Receive service without regard to age, race, color, sexual orientation, religion, marital status, gender, national origin, or sponsor;
2. Be treated with consideration, respect and dignity, including privacy in treatment;
3. Be informed of the services available at the clinic and the name and function of the person providing health care services;
4. Be informed of off-hour emergency coverage;
5. Be informed of the charges for services, eligibility for third-party reimbursements and, when applicable, the availability of our discount program;
6. Receive an itemized copy of the bill upon request;
7. Obtain from his/her health care practitioner, or health care practitioner's delegate, complete and current information concerning his/her diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand;
8. Receive from his/her health care practitioner information necessary to give informed consent prior to the start of any non-emergency procedure or treatment or both. An informed consent shall include, as minimum,
  - a. the provision of information concerning the specific procedure or treatment, or both,
  - b. the reasonably foreseeable risks involved, and
  - c. alternatives for care or treatment, if any, as a reasonable medical practitioner under similar circumstances would disclose in a manner permitting the patient to make a knowledgeable decision;
9. Refuse treatment to the extent permitted by law and to be fully informed of the medical consequences of his/her action;
10. Refuse to participate in experimental research;
11. Voice grievances without fear of reprisal;
12. Express complaints about the care and services provided and to have the clinic investigate such complaints. The clinic is responsible for providing the patient or his/her designee with a written response within 20 days if requested by the patients indicating the findings of the investigation. The clinic is also responsible for notifying the patient or his/her designee that if the patient is not satisfied with the clinic response, the patient may direct complaints to New Hampshire Department of Health and Human Services;
13. Privacy and confidentiality of all information and records pertaining to the patient's treatment;
14. Approve or refuse the release or disclosure of contents of his/her medical record to any health care practitioner and/or health care facility, except as required by law or third-party payment contract; or as allowed under HIPAA regarding treatment, payment, or health care operations;

# Mid-State Health Center

## Patient Rights and Responsibilities

15. Access his/her medical record pursuant to the provisions of applicable State Law;
16. Appoint someone (*legally designated representative*) to decide about your treatment if you lose the ability to decide for yourself;
17. Receive care in an environment where pain and/or suffering can be expressed with comfort and dignity.

### ***Each patient of Mid-State Health Center is responsible for:***

1. The patient (*or his/her parent or legally designated representative*) has the responsibility to provide, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his/her health;
2. The patient (*or his/her parent or legally designated representative*) has the responsibility to report any unexpected changes in his/her conditions to the responsible health care practitioner;
3. A patient (*or his/her parent or legally designated representative*) is responsible for making it known whether he/she clearly comprehends a contemplated course of action and what is expected of him/her;
4. A patient (*or his/her parent or legally designated representative*) is responsible for following the treatment plan recommended by the health care practitioner primarily responsible for his/her care. This may include following the instructions of health care personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders, and as they enforce the applicable clinic rules and regulations;
5. The patient (*or his/her parent or legally designated representative*) is responsible for keeping appointments and, when he/she is unable to do so for any reason, notifying the clinic;
6. The patient (*or his/her parent or legally designated representative*) is responsible for his/her actions if he/she refuses treatment or does not follow the practitioner's instructions. If the patient cannot follow through with the treatment, he/she is responsible for informing the practitioner;
7. The patient (*or his/her parent or legally designated representative*) is responsible for following clinic rules and regulations affecting patient care and conduct;
8. The patient (*or his/her parent or legally designated representative*) is responsible for being considerate of the rights of other patients and office personnel;
9. The patient (*or his/her parent or legally designated representative*) is responsible for assisting in the control of noise;
10. The patient (*or his/her parent or legally designated representative*) is responsible for following facility smoking policies;
11. The patient (*or his/her parent or legally designated representative*) is responsible for being respectful of property of other persons and of the clinic;
12. A patient's health depends not just on his/her care, but in the long term, on the decisions he/she makes in his/her daily life. He/she is responsible for recognizing the effect of lifestyle on his/her personal health.

# Mid-State Health Center

## Patient Rights and Responsibilities

### **Mental Health Services**

***In addition to the Patient Bill of Rights listed above, each patient of Mid-State Health Center obtaining Mental Health Services has a right to:***

1. Obtain the licensed psychologist's professional code of ethics;
2. Be informed of the licensed psychologist's degree, license, and areas of expertise;
3. Be informed of the licensed psychologist's responsibilities to communicate the threat of violence to self, person, or property to the victim or victims or to notify the police department of such threat or obtain civil commitment;
4. Be informed of reporting requirements regarding child abuse and/or the abuse of incapacitated adults;
5. Be informed of illegality of sexual contact and other boundary violations between a current or former client and therapist;
6. Obtain from his/her licensed psychologist, an individual mental health diagnosis as part of evaluation, as designated in RSA 330-A:2 VI;
7. Be informed of the nature of assessment and access to assessment results;
8. Receive from his/her licensed psychologist, recommended treatment with rationale, and if no treatment is recommended, an explanation;
9. Be informed of provisions for record management in the event of death or disability of the licensed psychologist.