



PATIENT RIGHTS & RESPONSIBILITIES

Families Together of Orange County strives to offer you the highest quality health care in a courteous and timely manner. We want you to know what your rights and responsibilities are as a patient, and we encourage you to talk openly with the people taking care of you.

Your Rights As a patient, you have certain rights, and understanding your rights will help you get the best possible care. We will make every effort to:

- Treat you with consideration and respect in a safe setting free from all forms of abuse or harassment. Your privacy will be protected.
- Keep all communication and records about your care confidential. In general, you have the right to see all the information in your health records.
- Clearly explain all clinic rules and regulations.
- Provide clearly written and spoken information in words you can understand.
- Provide all the information you need to make an informed decision about your care, including information about your options, risks and benefits, possible outcomes, possible side effects, who is providing your care and costs.
- Respect your advance directives (living will or durable power of attorney for health care), which expresses your wishes about resuscitation and other end-of-life decisions.
- Respect your decision to refuse care. To allow you to leave the clinic even if your provider advises you against it.
- Provide effective relief from pain and respect your right to refuse pain control.
- Provide you with freedom from restraints and seclusion of any form that is not medically necessary.
- Inform you that we sometimes use interns and externs (medical assistants and mid-level practitioners) and that you have the right to refuse treatment from a healthcare student, intern, or extern. You can request a consultation with another provider at any time.
- Provide you with all available information about possible research participation and obtain your informed consent.
- Involve you in discharge planning and inform your provider of any health-care requirements when you return home.
- Give you the opportunity to examine and receive an explanation of your bill regardless of the source of payment.
- Allow you to express a concern or complaint and receive a prompt response. You also have the right to file a formal grievance if you are not satisfied with the resolution of your complaint.
- Your Responsibilities Patients and visitors have responsibilities, and we ask that you make every effort to:
 - Follow all clinic rules.
 - Consider the rights of others and treat them with respect.
 - Ask us for clear explanations and make informed decisions about your care and treatment.
 - Relate full information about your health, medical history, and insurance.
 - Provide us with your advance directive information.
 - Follow the recommended treatment plan and keep your follow-up appointments or notify us when unable to do so.
 - Know what medications you are taking, why you are taking them, and the proper way to take them according to your provider's order.
 - Inform care providers of your level of pain and the effectiveness of provided treatment.
 - Alert your healthcare providers if you have concerns or feel your rights have not been properly respected.
 - Pay bills promptly and contact us if you have any questions or financial problems.

I acknowledge receipt of the Patient Rights and Responsibilities Form:

Signature of patient, parent, or guardian, as appropriate