

Patient Rights and Responsibilities

Patients must know their rights and responsibilities to be actively engaged in their healthcare decisions.

Patient <u>Rights</u>: I can	Patient Responsibilities/Duties
1. Ask my questions and receive answers in a timely manner	1. Ask the 3 <i>It's Safe to Ask (ISTA)</i> questions: What is my health problem? What do I need to do? Why do I need to do this? <ul style="list-style-type: none"> • Keep my appointments • Keep list of my medicines on ISTA medication card • Provide complete information about my medical history
2. Seek a second opinion	2. Ask my doctor for a referral to get a second opinion
3. Ask about my healthcare provider's experience and training	3. Ask politely the training, education and background of my providers
4. Ask that informed consent be clearly explained	4. Make sure I have all the facts I need <i>before</i> I willingly give or refuse consent. These facts are: <ul style="list-style-type: none"> • my choices of treatment • the names of the providers' giving my treatment • their experience and training • all benefits, risks and possible side effects of the choices • clear description of my past and future healthcare • providers' roles and what they are going to do • how the treatment will be done • why the treatment will be helpful • what might happen if I refuse treatment <ul style="list-style-type: none"> • Ask questions to be sure I understand my treatment choices • Ask my questions and ask providers to explain the medical information in plain language • Keep asking questions if I do not understand answers given • Repeat back what I heard to make sure I understand • Give my consent voluntarily in a respectful manner
5. Access my Personal Health Information (PHI) in my medical records	5. Give my complete personal health information <ul style="list-style-type: none"> • Protect my PHI • Be considerate of other patients and staff and their PHI
6. Appoint my patient advocate	6. Complete a Patient Advocate Agreement form. <ul style="list-style-type: none"> • Share my Patient Advocate Agreement with my providers
7. Direct my health care decisions- decide type of care I do and do not want to receive	7. Complete my Living Will (Health Care Directive) <ul style="list-style-type: none"> • Follow the treatment plan I agreed to with my providers • Ask my questions and provide any new information
8. Report harm I think occurred during healthcare services	8. Report any harm I feel occurred from healthcare services <ul style="list-style-type: none"> • Know what to expect if I experience harm
9. Voice my concerns	9. Remember to: <ul style="list-style-type: none"> • Ask my questions • Share my views about my care • Talk to my providers
10. Take action if I am not satisfied with my healthcare	10. Follow the steps if not satisfied with my health care

To learn more about patient rights and responsibilities go to [Self-Advocacy For Everyone Toolkit](#).