

# Patient Rights Policy

## Patient Rights

Clearview Cancer Institute does not discriminate against any person on the basis of race, color, gender, sexual orientation, national origin, disability or age in admission, treatment or participation in its programs, services, activities or employment. Services will not be denied to those who need them but cannot pay for them.

It is the policy of Clearview Cancer Institute to inform patients of their rights while a patient. The objective of the standard is to ensure protection of each patient's physical and emotional health and safety. By informing patients of their rights, we believe they will participate more effectively in treatment decisions which may enhance the outcome of their treatment. The patient's care includes consideration of the patient as an individual with personal and cultural values and belief systems. All employees will respect these beliefs and values. The following serves as the basic statement regarding patient rights which addresses each patient's right to notification of his or her rights in regard to his or her care; privacy and safety; confidentiality of his or her records.

### Patients have the following rights:

**Respect and Dignity:** Effective health care requires trust between patients and health care providers. Staff will show respect for each patient's rights and spiritual needs.

**Continuity of Care:** Clearview Cancer Institute must inform each patient (or their representative) of the patient's rights in advance of furnishing or discontinuing care.

**Transfer:** Patients will not be transferred to another facility or organization without an explanation of the need for transfer and the alternative to transfer.

**Participation in Care:** Patients have the right to participate in the development and implementation of their plan of care including but not limited to the following:

- » Receive treatment regardless of race, religion, disability, age, sex or national origin
- » Make informed decisions regarding their care
- » Be informed of their health status
- » Be involved in care planning and treatment
- » Request or refuse treatment
- » Formulate advance directives
- » Have practitioners and staff provide care that is consistent with these directives
- » Resolving conflicts about care decisions

**Privacy, Security, Access, Communication:** Clearview Cancer Institute will respect patient's needs that may affect care such as:

- » Confidentiality of information gathered during treatment
- » Privacy during care
- » The need for a safe environment
- » Security of self and property
- » Effective communication that considers hearing, speech, and visual impairments as well as language barriers
- » Physical access to the facility for the physically and visually impaired
- » The right to complain about care, to have the complaints reviewed and when possible, resolved

**Access to Medical Record:** Patients have the right to access the information contained in their medical records and recommend amendments when documentation is thought to be inaccurate or incomplete.

**Abuse and Harassment:** Patients have the right to be free from all forms of abuse, neglect, mistreatment, or harassment.

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**Grievance:** Patients have the right to file a grievance in writing or by calling the appropriate patient representative:

- » Chief Operations Officer
- » Compliance Officer
- » Call 256-705-4224 or 1-888-374-1015 and request to speak to one of these individuals

**Billing:** Regardless of the source of payment for care, patients have the right to request and receive an explanation of the bill. Additionally, patients have the right to be informed of any financial benefits upon referrals to an organization.

**Professional Relationships:** Patients have the right to know the name of the person responsible for or delivering their care and to have questions answered in regard to relationships with other health care providers.

**Financial Resources:** Patients have the right to expect Clearview Cancer Institute to be financially prudent in the use of resources.

## Patients have the following responsibilities:

**Accurate Information:** Provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, advance directives, and other matters of care.

**Treatment Decisions:** Demonstrate an understanding of their contemplated treatment or care decisions and follow the treatment plan recommended by health care providers.

**Appointments:** Keep and be on time for appointments. If needed, please call and cancel the appointment so that another patient may be served. Please contact us at least 24 hours prior to your scheduled time. In the event that you DO NOT cancel or reschedule at least 24 hours in advance, you will be charged \$50.00.

**Adverse Outcomes:** If treatment is refused or if instructions are not followed.

**Financial Obligations:** Promptly fulfills financial obligations for medical services.

**Pharmacy Network Status:** The patient will be notified if the pharmacy is included or excluded from health plan and/or pharmacy benefit network. Patient will be notified in writing of financial obligations (cost) for services based on the pharmacy being included or excluded from the network.

**Rules and Regulations:** Patients and their guests are responsible for following Clearview Cancer Institute's rules and regulations. If unclear or not sure, patients have the responsibility to ask.

**Rights of Others:** Be considerate of the rights of other patients and Clearview Cancer Institute's personnel as well as the property of both.

## Additional rights are provided to you under HIPAA (Health Insurance Portability & Accountability Act) of 1996.

**Notice of Privacy Practices:** The notice of privacy practices is available at each registration area and can be mailed to you if you call your clinic location or toll free at 1-888-374-1015.

- » Right to request restrictions on uses and disclosures.
- » Right to access medical records.
- » Right to request amendments.
- » Right to request an accounting of disclosures.
- » Right to request confidential communications.

If you have any questions or concerns regarding any of these rights, please do not hesitate to contact the Privacy Officer at 1-888-374-1015.