



## PATIENT RIGHTS AND RESPONSIBILITIES

### I HAVE THE RIGHT TO:

- Be treated with dignity, respect and consideration in a humane environment, free of harassment or abuse, that affords reasonable privacy and protection from harm.
- Make informed decision about whether to accept or refuse services, and if services are refused to receive information about the consequences of so doing.
- Receive quality services provided by adequately trained, competent, and professional employees.
- Expect confidentiality within the limits of the law and the standards required by the entity, and that information will not be shared without the knowledge/written consent of the patient (including for medical records).
- Be made aware in advance of any fees that may be charged.
- Be made aware of background information on the competence and qualifications of the provider.
- Request and receive timely referrals for specialty care or other services/providers that may be identified as necessary or potentially helpful during treatment.
- Be a collaborative partner with the provider in determining health status, the need for treatment, and development of treatment goals.
- A patient grievance procedure, including filing a complaint with a provider's superior.
- Receive information regarding case records and be able to have questions about the records' content answered clearly and directly.
- Request consultation about progress in services and how services will be delivered.
- Reach out to and seek consultation with counsel at my expense.
- Discontinue services at any time and to have a clear idea of how therapy services will end.
- Not have services involuntarily terminated without prior notification and information provided about options for continuing services elsewhere.
- Have other persons of your choice be involved in the planning and delivery of services, when proper releases and documentation is in place.
- Treatment provided in a non-discriminatory manner with reference to age, race, color, creed, sex, ability, and national origin.
- Examine a copy of the bill for services and receive an explanation of the charges.

### I AM RESPONSIBLE FOR:

- Being present on time for the appointment and canceling appointments in a timely manner when unable to keep an appointment.
- Informing the staff at the front desk, or the treatment provider, of changes in residence, phone numbers, and other identifying information.
- Pursuing healthy behaviors that promote positive outcomes, such as proper nutrition, regular exercise, and adequate rest, and avoiding behaviors that can be harmful to one's health.
- Understanding the healthcare coverage that will be used and confirming with the plan that coverage is in place and will cover the services being sought.
- Providing accurate information to the provider when requested in terms of health history, developmental and social history, current conditions, contextual factors that can affect treatment, etc.
- Informing the provider of other medications and treatments that are in place in addition to treatment sought at Covenant Family Solutions.
- Conveying comprehension of the course of action recommended by the provider and asking questions when information is unclear.
- Following the direction of the provider and assuming responsibility for outcomes when directives are not followed, or treatment is refused.
- Assuming responsibility for financial obligations associated with care and fulfilling these obligations as soon as possible.
- Being consider of the rights of other patients and personnel associated with Covenant Family Solutions.