

A PATIENT'S BILL OF RIGHTS

Cardiac Arrhythmia Service presents a Patient's Bill of Rights with the expectation that observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, his physician, and the group organization. It is recognized that a personal relationship between the facility and the patient is essential for the provision of proper medical care. The traditional physician-patient relationship takes on a new dimension when care is rendered within an organizational structure. Legal precedent has established that the facility itself also has a responsibility to the patient. It is in recognition of these factors that rights are affirmed.

The patient has the right:

1. To respectful treatment with concern for individual, cultural or educational difference.
2. To complete, up-to-date information about the condition, treatment and outlook for recovery.
3. To know who is responsible for the care provided.
4. To personal privacy and confidentiality in communication and medical records.
5. To an explanation of the various types of care to be received.
6. To refuse treatment, except in some cases where lifesaving treatment is mandated.
7. To know of any affiliations your hospital and physician(s) have with other institutions and physicians.
8. To change their provider if other qualified providers are available.

The patient has the responsibility:

1. To provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications including over the counter products and any dietary supplements and any allergies or sensitivities and other health related matters.
2. To report any unexpected change in condition to the responsible physician.
3. To say whether a contemplated course of treatment and the patient's obligation in its administration are understood.
4. To follow the treatment plan recommended by the physician. The patient is expected to follow up on his/her doctor's instructions, take medication when prescribed, and ask questions concerning his/her own health care that he/she feels is necessary.
5. To keep appointments or notify the appropriate person if it is not possible to do so.
6. To accept the consequences of choosing to ignore physician instructions or to refuse treatment.
7. To see that the financial obligations assumed in receiving health care are met as promptly as possible.
8. To inform the provider about any living will, medical power of attorney, or other directive that could affect his/ her care.
9. Be Respectful of all health care providers and staff, as well as other patients.

Patient Complaints and Compliments:

If you are dissatisfied or overly satisfied with any service you have received, please ask to speak to an Administrator so we may improve the quality of care.

No catalog of rights can guarantee for the patient the kind of treatment he has a right to expect. Within this facility, all activities must be conducted with an overriding concern for the patient, and, above all, the recognition of his dignity as a human being. Success in achieving this recognition assures success in the defense of the rights of the patient.