



## Patient Rights and Responsibilities

The policies set forth do not establish a standard of care to be followed in every case. It is recognized that each case is different, and those individuals involved in providing health care are expected to use their clinical judgment in determining what is in the best interests of the patient, based on the circumstances existing at the time. It is impossible to anticipate all possible situations that may exist and to prepare policies for each. Accordingly, these policies should be guidelines to be consulted for guidance with the understanding that departures from them may be required at times.

### **POLICY TITLE: Patient Rights and Responsibilities**

- I. **Purpose:** To ensure high quality compassionate care provided in a respectful manner that fosters patient dignity. Recognize and respect patient rights which directly affect their care to promote patient autonomy, dignity, and respect for personal values, beliefs and care preference. To ensure the patient, their families, or their designee, are aware of their rights and responsibilities.
- II. **Policy Statement:** It is the policy of Alliance Counseling Group to support and inform each patient of his/her rights and responsibilities. These rights are extended to each patient regardless of the patient's age, sex, race, creed, national origin, ethnic group, religion, economic, or cultural background or source of payment. Patients are informed of their rights, as appropriate. These rights can be exercised on the patient's behalf by a parent or legal guardian if the patient is a minor, or if the patient lacks decision- making capacity or has been deemed legally incompetent.
- III. **Definition: Patient has a right to:**
  1. Mental health care and services without discrimination based upon race, color, religion, sex, sexual preference, national origin, source of payment, or disability.
  2. Care that is considerate and respectful of his or her personal values and beliefs and the right to express those values and beliefs which do not harm others or interfere with medical therapy
  3. Know the name and professional status of the therapist, who has primary responsibility for his or her care.
  4. Be informed about his or her responsibilities related to his or her care, treatment, and services.
  5. Receive information in a manner tailored to the patient's age, language, and ability to understand. This information is to be relevant, current, and easily understood concerning diagnosis, treatment, and prognosis.
  6. Receive communication with the patient who has vision, speech, hearing, or cognitive impairments in a manner that meets the patient's needs.
  7. Participate in making decisions about his or her care, treatment, and services, including the right to have his or her own therapist promptly notified of his or her admission to the hospital.

8. Patients who have decisional capacity have the right to refuse care, treatment, and services including leaving against medical advice and be respected of this decision, give or withhold informed consent
  9. Give or withhold informed consent to produce or use recordings, films, or other images of the patient for purposes other than his or her care.
  10. Be informed of the risks, benefits, alternatives, and procedures to be followed if experimental treatment or research is being proposed; the patient has the right to refuse to participate in such treatment or research without limiting his or her access to care and services.
  11. Receive respect for his or her rights during research, investigation, and clinical trials.
  12. Be free from neglect; exploitation; and verbal, mental, physical, and sexual abuse.
  13. Be in an environment that preserves dignity and contributes to a positive self-image.
  14. File a complaint and to expect prompt referral to appropriate personnel for resolution. The patient also has the right to file a complaint with state and federal advocacy and licensing groups, as well as accreditation agencies.
  15. Access protective and advocacy services.
  16. Confidentiality regarding his or her care and clinical records and the right to access information contained in his or her records within a reasonable time frame.
  17. Be informed of unexpected as well as expected outcomes resulting from care provided.
  18. Receive quality care and clinical decisions regarding care based on health care needs, not financial incentives.
  19. Obtain consultation with another therapist at the patient's request and expense.
  20. Obtain knowledge of any professional and/or business relationships that may exist between individuals, other organizations or health care services, or educational institutions involved in his/her care.
  21. Receive referrals based on patient choice, after receiving information, including disclosure of any relationships that may exist.
  22. Admission and continued hospitalization that is based on clinical need, medical necessity, and a collaborative plan with licensed independent practitioner responsible for managing the patient's care.
  23. The right to request and receive a detailed explanation of the bill and to receive information and counseling on the availability of known financial resources for health care.
  24. Refuse to participate in a clinical research trial conducted through the facility.
- IV. **Statement of Patient Responsibilities:** The care patients receive depends partially on the patient. Therefore, in addition to these rights patients have certain responsibilities. These responsibilities are presented to patients in the spirit of mutual trust and respect. These responsibilities include, but are not limited to:
1. Providing accurate and complete information concerning the patient's present complaint, past medical history, and other matters pertaining to the patient's health.
  2. Reporting any changes in the condition.
  3. Asking questions if directions and/or procedures are not understood.
  4. Actively participating in the management of symptoms, including asking questions regarding what to expect for symptoms and symptom management, options available, and reporting when symptoms have not been relieved
  5. Following the treatment plan prescribed by the therapist.
  6. Keeping appointments and notifying the Alliance Counseling Group and the therapist when unable to do so.

7. The patient is responsible for his/her own actions if the patient chooses to refuse treatment or to not follow the therapist's orders.
  8. Ensuring that the patient's financial obligations for the care provided are fulfilled as promptly as possible.
  9. Being considerate of the rights of other patients, their family members and hospital personnel.
  10. Being respectful of the patient's own personal property and that of others in the hospital.
- V. **Pediatric Rights and Responsibilities:** In addition to the rights of adult patients, children and their parents/guardians shall have the following rights:
1. Respect for each child and adolescent as a unique individual and respect for the caretaking role and individual response of the parent.
  2. Consistent, supportive, and nurturing care which meets the emotional and psychosocial needs of the child fosters open communication and relationships.
  3. Provision for self-esteem needs which will be met by attempts to give the child: a) The reassuring presence of a caring person b) Freedom to express feelings or fears with appropriate reactions c) As much control as possible over both self and situation d) Opportunities to work through experiences before or after they occur, verbally, in play or in other appropriate ways e) Recognition and reward for coping well during difficult situations
  4. Provision for varied and normal stimuli of life which contributes to cognitive, social, emotional, and physical developmental needs, such as play, educational and social activities essential to all children and adolescents.
- VI. **Pediatric Family Responsibility:** Parents/family shall have the responsibility for continuing their parenting role to the extent of their ability, being available to participate in decision-making and providing staff with knowledge of parents/family whereabouts. Provide guardianship and other legal papers to the Alliance Counseling Group at time of treatment request.