

Rapid Med

PATIENT'S BILL OF RIGHTS AND RESPONSIBILITIES

Rapid Med recognized your rights while you are receiving medical care. Rapid Med also wants you to understand its expectations of its patients.

- A patient has the right to be treated with courtesy and respect, with appreciation of his or her individual dignity and with protection of his or her need to privacy.
- A patient has the right to a prompt and reasonable response to questions and requests.
- A patient has the right to know who is providing medical services and to view their credentials.
- A patient has the right to know what patient services are available; including whether an interpreter is available if he or she does not speak English.
- A patient has the right to be given information concerning diagnosis, planned course of treatment, alternatives, risks and prognosis by the health care provider.
- A patient has the right to appropriate assessment and management of pain.
- A patient has the right to refuse any treatment and expect compliance with a properly executed advance directive, except as otherwise provided by law.
- A patient has the right to receive, upon request, prior treatment, a reasonable estimate of charges for medical care.
- A patient has the right to receive a copy of a reasonably clear and understandable itemized bill and upon request to have the charges explained.
- A patient has the right to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, handicap or source of payment.
- A patient who is eligible for Medicare has the right to know, upon request and in advance of treatment; whether the health care provider or health care facility accepts the Medicare assignment rate.
- A patient has the right to know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such experimental research
- A patient has the right to express grievances regarding any violation of his or her rights, as stated in law, through the grievance procedure of the health care provider or health care facility which served him or her and to the appropriate state licensing agency.
- A patient has the right to receive a notice of all protected health information practices.
- A patient has the right to view all protected health information pertaining to him or her.
- A patient has the right to access an accounting of all disclosures.
- A patient has the right to request amendments and corrections to personal information that they feel is incorrect.
- A patient has the right to receive confidential communications.
- A patient has the right to complain to the covered entity and the department of Health and Human Services.
- A patient is responsible for providing to the health care provider, to the best of his or her knowledge, accurate and complete information about present complaints, past illness, hospitalizations, medications and other matters relating to his or her health.
- A patient is responsible for reporting unexpected changes in his or her condition to the health care provider.

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- A patient is responsible following the treatment plan recommended by the healthcare provider.
- A patient is responsible for keeping appointments and when he or she is unable to do so for any reason, for notifying the healthcare provider or health care facility.
- A patient is responsible for his or her actions if he or she refuses treatment or does not follow the healthcare provider's instructions.
- A patient is responsible for assuring that the financial obligations of his or her health care is fulfilled as promptly as possible.
- A patient is responsible for following health care facility rules and regulations affecting patient care and conduct.