



PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

Right Care at the Right Time

- Every patient has the right to receive quality care, delivered with consideration, respect and compassion. Every patient is responsible for communicating fully with his or her medical care provider, including providing complete and accurate information about the patient's health, health concerns and health history. High quality medical care involves ongoing communication between a patient and his or her provider.
- Every patient has the right to expect effective communication with his or her medical provider. Every patient has the responsibility to ask questions when the patient does not understand something or needs further explanation. Every patient has the right to obtain from his or her medical provider complete information regarding the patient's diagnosis, treatment and prognosis, in language the patient can reasonably be expected to understand.
- Every patient has the right to refuse any and all treatment to the extent permitted by law, and to be informed of the medical consequences of such refusal. If a patient refuses treatment, the patient is responsible for the consequences of such refusal. If a patient agrees to a treatment plan, the patient is responsible for following all instructions for the treatment plan.
- Every patient has the right to know what services and resources are available from his or her medical provider, including provisions for after-hours and emergency care.
- Every patient has the right to receive from his or her medical provider information to make an informed consent prior to the start of any procedure and/or treatment. This information includes medically significant risks involved with any procedure, any probable duration of incapacitation and, if medically appropriate, alternatives for care or treatment.
- Every patient has the right to be treated without regard to race, color, creed, religion, gender or national origin.
- Every patient has the right to request for a sign or language interpreter.
- Every patient has the right to examine any bill or services for medical care. Every patient has the right to communicate with his or her provider, employer or insurance company regarding issues of reimbursement. Every patient is responsible for fulfilling his or her personal financial obligations as to payments for medical care.



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Privacy and Confidentiality

- Every patient has the right to every consideration of privacy concerning his or her medical care, as limited by statutes, rules, regulations and ethics governing privacy. Every patient is responsible for being considerate of the privacy of others.
- Every patient has the right to refuse the release of personal health information (except when permitted by law). Every patient has the right of access to, and request amendment to his or her medical records. Parents or guardians of patients under the legal age need to provide proof of identification or court order.

Complaints and Grievances

- Every patient has the right to submit a complaint or grievances to our Quality Improvement Team at P.O. Box 6725 Annapolis, MD 21401

Patients Responsibility

- Provide accurate and complete information about your health, address, telephone number, date of birth and insurance. It is important that your care team knows all medical history and medications taken to provide you with appropriate diagnosis and care plan.
- Notify the staff upon check-in if you have any religious or cultural limitations.
- Understand the follow-up care procedures given or the consequences of refusing care.
- Notify Righttime if you cannot keep your appointment.
- Be respectful of your health care team, the facility and other patients.
- Keep all information about staff or other patients private.
- Do not use cellphones/ other devices to take pictures, videos or recordings.
- Submit payments in a timely manner or contact us to discuss your financial obligations at 888-808-6483.