

**NEW HORIZON FAMILY HEALTH SERVICES, INC.**  
**PATIENT RIGHTS AND RESPONSIBILITIES**

**PURPOSE:** To outline the basic rights and responsibilities of patients at New Horizon Family Health Services, Inc. (NHFHS).

**POLICY:**

It is the policy of NHFHS to provide services that are sensitive to the basic rights of human beings for independence of expression, decision and action.

NHFHS recognizes that during illness, the concern for the personal dignity and human relationships are always of great importance.

NHFHS further recognizes that patients have a right to expect the following characteristics when receiving services:

**RIGHTS:**

**Respect and Dignity** – The patient has the right to considerate, respectful care at all times and under all circumstances with recognition of their personal dignity.

**Privacy and Confidentiality** – The patient has the right, within the law, to personal and informational privacy.

**Personal Safety** – The patient has the right to expect reasonable safety insofar as the center practices and environment are concerned.

**Identity** – The patient has the right to know the identity and professional status of individuals providing service and to know which physician or other practitioner is primarily responsible for his/her care.

**Information** – The patient has the right to obtain, from the practitioner responsible for coordinating his/her care, complete and current information concerning his/her diagnosis (if known), treatment and any known prognosis.

**Assistance** – The patient has the right to ask questions and discuss problems that arise during an office visit. NHFHS provides any individual to handle patient complaints.

**Consent** – The patient has the right to reasonable informed participation in decisions involving his/her health care.

**Consultation** – The patient, at his/her own request and expense, has the right to consult with a specialist.

**Refusal of Treatment** – The patient may refuse treatment to the extent permitted by law.

**Patient Charges** – Regardless of the source of payment for care, the patient has the right to request and receive an itemized and detailed explanation of the total bill for services rendered.

**Patient Rules and Regulations** – The patient should be informed of the rules and regulations applicable to conduct as a patient.

**RESPONSIBILITIES:**

NHFHS as a provider of health services has a right to expect reasonable, responsible behavior on the part of patients. Characteristics of such behavior are as follows:

**Provision of Information** – The patient has the responsibility to provide, to the best of his/her knowledge, accurate and complete information about present complaints, past illness, hospitalizations, medications and other matters relating to their health.

**Compliance with Instructions** – The patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for his/her care.

**Refusal of Treatment** – The patient is responsible for his/her actions if treatment is refused or if the practitioner's instructions are not followed.

**Patient Charges** – The patient is responsible for assuring that the financial obligations incurred in providing his/her health care are fulfilled as promptly as possible.

**Rules and Regulations** – The patient is responsible for following center rules and regulations affecting patient care and conduct.

**Respect and Consideration** – The patient is responsible for being considerate of the rights of other patients and center personnel and for assisting in the control of noise, smoking and eating in the center.

Patient's Signature \_\_\_\_\_ Date Signed: \_\_\_\_\_