

Your rights and responsibilities as a patient

We consider you a partner in your health care. When you're well informed, participate in treatment decisions, and communicate openly with your doctor and other healthcare professionals, you help make your care as effective as possible.

Patient rights

While you're a patient here, you have the right to...

- impartial access to medical treatment or accommodations regardless of age, race, color, ethnicity/national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, or source of payment. Additionally, you will not be denied necessary emergency medical care based upon your ability to pay for services.
- be treated with courtesy and respect of your dignity, personal values, beliefs, spiritual, psychosocial and cultural needs at all times and upon all occasions.
- Be information regarding your diagnosis, treatment options, alternatives, risks, and likely outcome, as well as prompt and reasonable response to any questions or requests.
- Make informed decisions about the plan of care prior to and during the course of treatment, and to refuse a recommended treatment or plan of care to the extent permitted by law and StoneWater Acupuncture & Chiropractic's policy, and to be informed of the medical consequences of this action.
- know the name, function and qualification of each of your caregivers, as well as others who may be involved such as students, residents or other trainees. You may request such information from your caregiver.
- expect that StoneWater Acupuncture & Chiropractic caregivers will provide necessary health care services to the best of their ability and capability. If StoneWater Acupuncture & Chiropractic is unable or incapable of providing necessary health care services to you, a treatment referral or transfer may be recommended, and the risks, benefits, and alternatives will be explained to you.
- expect that any pain you experience will be acted upon when you report it, that every reasonable attempt will be made to manage your pain no matter the cause or severity, and you'll receive respectful care regardless of the intervention necessary to control your pain.
- consent to or decline to participate in proposed research studies or human experimentation affecting care and treatment or requiring direct patient involvement, and to have those studies fully explained prior to consent. If you choose to decline to participate, you're entitled to the most effective care that StoneWater Acupuncture & Chiropractic otherwise provide.
- have an Advance Directive concerning treatment, designating a surrogate medical decision maker and/or a support person to exercise your visitation rights with the expectation that

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StoneWater Acupuncture & Chiropractic will honor the intent of that directive to the extent permitted by law and StoneWater Acupuncture & Chiropractic's policy.

- full participation in designating your visitors (including but not limited to a spouse; domestic partner, including a same-sex domestic partner; another family member; or a friend) and withdrawing or denying consent to receive such visitors at any time. Please know that clinically necessary restrictions or limitations on patient visitation may be necessary to provide safe care to you or other patients and may be imposed.
- have information provided in a manner tailored to meet your needs with respect to age, language, ability to understand, vision impairment, speech impairment, hearing impairment, or other cognitive impairments, or if English is not your primary language.
- every consideration of privacy and expect that all communications and records pertaining to your care are treated as confidential, including case discussion, consultation, examination, and treatment. You may request to receive a copy of StoneWater Acupuncture & Chiropractic's Notice of Privacy Practices, which outlines your rights to request: 1) restrictions to disclosure of your medical record; 2) an accounting of disclosures; and 3) an amendment to, inspection and/or copy of your medical record.
- ask about the existence of business relationships among StoneWater Acupuncture & Chiropractic, educational institutions, other health care providers, and payers that may influence your treatment and care. If you're eligible for Medicare, you have the right to know, upon request and prior to treatment, whether the caregiver or facility accepts the Medicare assignment rate.
- receive, upon request and prior to treatment, a reasonable estimate of charges for medical care.
- receive, upon request, a copy of an itemized bill and be given an explanation of charges.

Patient responsibilities While you're a patient here, it's your responsibility to:

- provide accurate and complete information regarding your health to the best of your knowledge, including past illnesses, hospitalizations, prescription medications, over-the-counter medications, dietary supplements such as vitamins and herbal medications, allergies or negative reactions experienced with medication in the past, and any other matters related to your health care status.
- participate effectively in the decision-making process and accept responsibility for requesting additional information or clarification about your health status, treatment, medications, or plan of care when you don't fully understand.
- effectively communicate to your treatment team any pain management concerns or unexpected changes in your condition, so they can be addressed in a timely manner.
- inform your caregiver(s) if you anticipate any problems in following the prescribed treatment or keeping your appointments.
- understand that you're responsible for your outcome if you choose not to follow your physician's recommendations and that there may be health-related consequences for your personal decisions and lifestyle.

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- identify someone who can take charge of your care if at any time you become unable to speak for yourself. This can be a family member or friend who, in such a case, will become your health care surrogate.
- provide a copy of your Advance Directive, if you have one, to your caregiver upon every admission.
- follow instructions, policies, rules and regulations in place to support quality care for patients and a safe environment for all individuals in StoneWater Acupuncture & Chiropractic facilities.
- support mutual consideration and respect by maintaining civil language and conduct in interactions with caregivers and other staff.
- meet your financial commitment by providing the necessary information for insurance claims, and work with StoneWater Acupuncture & Chiropractic to make arrangements for payment when necessary.

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