



Patient's Rights & Responsibilities

Purpose:

Dr. Haunani Chong Drake, DACM, L.Ac., is committed to providing an environment which fosters dignity-centered health care for our patients. The Patient Rights and Responsibilities Policy outlines aspects of care which patients are entitled to receive during their clinic visit.

Procedure

A copy of the Patient Rights and Responsibilities will be posted in a prominent location in the examination rooms, as well as posted on our web site. Staff are expected to assist patients in understanding and exercising their rights. A review of this document will be included in the new employee orientation.

Patient Rights:

1. To receive the best care available for your problem, without regard to national origin, race, age, sex, religious beliefs, sexual orientation, disability, or illness.
2. To be treated with respect, kindness, and dignity.
3. To expect that your personal convictions and beliefs will be taken into account when you seek help.
4. To know the identity and professional status of your medical provider.
5. To expect that your medical records will be kept confidential, and that access to information about you will be limited to those legitimately involved in your care and in legal accordance with the Notice of Patient Privacy Practices. Your medical records will be released only in cases of medical emergencies, in response to court-ordered subpoenas, as required by law, or to persons you specify with your written consent. Please be aware that Virginia law requires parental access to medical records for patients less than 18 years of age, except in specific instances. If you have questions regarding this law, please discuss this with your health care provider.
6. To receive information from your medical provider concerning your illness, condition, treatment, including possible side effects, and plans for your care prior to treatment.
7. To participate in decisions involving your health care (including ethical concerns) and to review your records with a medical provider.
8. To have your privacy respected.
9. To agree to or refuse any health care services and to be informed of medical consequences of services refused.
10. To state your preferences for medical provider.



11. To express grievances concerning your health care without fear of retribution.
12. To know charges for services before received.
13. To receive appropriate referrals to other healthcare professionals in consideration for your best care.
14. To give informed consent before any diagnostic or therapeutic procedure is performed (unless a life-threatening emergency precludes informed consent).

Patient Responsibilities:

1. To seek prompt medical attention for conditions (physical, mental, or emotional) that decrease your daily quality of life.
2. To provide your medical provider with complete and truthful information regarding any health problems and care that you have had in the past and any medications or treatments that you are currently receiving.
3. To follow treatment plan recommended by your medical provider. To make it known if you do not understand the suggested procedures or treatment plans. And to tell the Provider what care you will and will not comply with.
4. To be responsible for your actions if you refuse treatment or do not follow the medical provider's instructions.
5. To note and report significant changes in symptoms, or a failure to improve through secure communication or at your next appointment.
6. To be respectful and considerate of other patients and health staff.
7. To keep appointments that are scheduled, or cancel an appointment within 24 hours of your scheduled appointment.
8. To express grievances to the appropriate person as defined in Notice of Patient Privacy Practices
9. To carry adequate health insurance, be familiar with policy coverage, and provide information necessary for appropriate provider referral, if needed.
10. To pay any charges billed to you at the time of service or per an agreed upon payment plan or contract.