

## **BIG SANDY HEALTH CARE, INC. PATIENT'S BILL OF RIGHTS**

The patient has the right to receive considerate, respectful and compassionate care in a safe setting, regardless of age, gender, race, national origin, religion, sexual orientation, gender identity or disabilities.

The patient has the right to obtain complete and current information concerning the patient's diagnosis, treatment and prognosis. If the provider believes it medically inadvisable to give information to the patient, it must be made available to an appropriate representative of the family.

The patient has the right to receive information in order to give informed consent prior to the start of any procedure or treatment and to information regarding alternative procedures or treatments available.

The patient has the right to refuse treatment, to the extent permitted under the law, if the patient is fully informed of the medical consequences of refusal.

The patient has the right to privacy concerning the patient's medical care program. Individuals who are not directly involved in the patient's care must have the patient's permission to be present during case discussions, examinations or treatment.

The patient has the right to confidential treatment of all records pertaining to the patient's care.

The patient has the right to a reasonable response to requests for services. If referral to another doctor is recommended, the patient must be given full information and an explanation of need for referral and any possible alternatives.

The patient has the right to know the relationship between provider and hospitals or any other healthcare institutions involved in the patient's care.

The patient has the right to be informed of any plan to engage in any experimentation affecting his/her care or treatment and to refuse to participate in such projects.

The patient has the right to expect reasonable continuity of care and to be informed of continuing healthcare requirements after treatment by the provider.

The patient has the right to examine his/her bill and receive an explanation of all or any charges, regardless of method of payment.

The patient has the right to be informed of any clinic rules or regulations that relate to conduct as a patient.

The patient has the right to a procedure to air grievances concerning treatment at any Big Sandy Health Care facility.

The patient shall receive notices of privacy for medical and pharmaceutical services rendered through Big Sandy Health Care, Inc. Notices of privacy practices are available on Big Sandy Health Care's website at [www.bshc.org](http://www.bshc.org).)

The patient has a right to ask questions of health care providers that are relevant to the patient's care.

The patient has a right to take advantage of one or more services offered at a Big Sandy Health Care, Inc. site in the same day (i.e., medical, dental, lab testing, x-rays, pharmaceutical and counseling).

The patient has a right to receive integrated coordinated care.

Revised/Approved 06-26-2015