

Carewell Supportive Care

Patient Rights and Responsibilities

Patient's Bill of Rights

- ❖ I have the right to information about my medical condition, diagnosis, prognosis, and proposed course of treatment.
- ❖ I have the right to have a clear understanding of the availability of the access to palliative care services.
- ❖ I have the right to know my potential financial obligations and the availability of any potential financial resources.
- ❖ I have the right to know how to make a complaint concerning any aspect of my care and treatment without fear of reprisal.
- ❖ I have the right to have my questions answered honestly and be treated in a truthful manner.
- ❖ I have the right to participate in decisions concerning my care.
- ❖ I have the right to expect that my privacy, security and property will be respected.
- ❖ I have the right to be as free from pain as possible.
- ❖ I have the right to expect emotional support to enable me to live my life to the fullest.
- ❖ I have the right to discuss and explore my religious and/or spiritual experiences.
- ❖ I have the right to be treated with courtesy and respect, with appreciation of my individual dignity, and with protection of my need for privacy.
- ❖ I have the right to refuse any care or treatment, except as otherwise provided by law.
- ❖ I have the right to receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.
- ❖ I have the right to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, handicap, or source of payment.

Patient Responsibilities

- To participate in developing your plan of care and updating it as your condition or needs change.
- To provide your Carewell Supportive Care team with accurate and complete health information and any other information that might affect your care.
- To request additional information concerning anything that you do not understand.
- To take responsibility for your actions if you refuse treatment or do not follow staff's instructions and/or plan of care.
- To assure that the financial obligations of your health care are fulfilled as promptly as possible.

Confidential Information

The Carewell Supportive Care Team values your privacy and confidentiality. Patient confidentiality is a legal requirement of all medical providers. The Carewell Supportive Care team will ensure that information about you will not be discussed by clinical or non-clinical staff unless it is to benefit your care. Your clinical records will not be released to anyone without your written permission.

Access to the Ethics Committee

Any patient, family or caregiver may bring an ethical concern to the Ethics Committee. For information or assistance with this process, please contact one of the staff members listed under the Concerns About Care. A member of the Ethics Committee will then contact you.

Concerns About Care:

Please help us do the best job we can by discussing any concerns you have with your care team. If you are not comfortable discussing a problem with your team, please contact the following:

- Rick Bourne, CEO, Hospice of Marion County
- Deb Frank, Chief Compliance Officer/Director of Quality Improvement

They may be reached at the following number: (352) 873-7400

3/30/21