

Patient Rights & Responsibilities

Jackson Health System's healthcare facilities support the Patient's Bill of Rights and Responsibilities, which are recognized as applying to all adults and children who are patients, their parents and/or guardians. A patient has the right to a quick and fair answer to questions and requests. Any patient, parent, or guardian who feels the patient is not being treated in the correct way has the right to complain about the care received, to have those complaints reviewed and, when possible, solved. A patient complaint will not change the kind of care given to the patient.

Jackson Health System Infusion Services recognizes that patients have inherent rights. The pharmacy protects and promotes the exercise of these rights. Patients who feel their rights have not been respected, or who have questions or concerns, should talk to the pharmacist on duty. Patients and their families also have responsibilities while under the care of Jackson Health System Infusion Services to facilitate the provision of safe, high-quality health care for themselves and others.

The following patient rights and responsibilities shall be provided to, and expected from, patients or legally authorized individuals. To ensure the finest care possible, as a patient receiving our pharmacy services, you should understand your role, rights and responsibilities, and participate in your plan of care.

As our patient, you have the right to:

- Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care.
- Be informed, both orally and in writing, in advance of care being provided, of the charges, including payment for care/service expected from third parties and any charges for which the client/patient will be financially responsible.
- Receive information about the scope of services that the organization will provide and specific limitations on those services.
- Participate in the development and periodic revision of the plan of care.

- Refuse care or treatment after the consequences of refusing care or treatment are fully presented.
- Be informed of client/patient rights under state law to formulate an Advanced Directive, if applicable.
- Have one's property and person treated with respect, consideration, and recognition of client/patient dignity and individuality.
- Be able to identify visiting personnel members through proper identification and agency generated photo identification.
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property.
- Voice grievances/complaints regarding treatment or care or lack of respect of property, or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal.
- Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated.
- Confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information (PHI).
- Be advised on the agency's policies and procedures regarding the disclosure of clinical records.
- Choose a healthcare provider, including an attending physician, if applicable.
- Receive appropriate care without discrimination in accordance with physician's orders, if applicable.
- Receive instructions on handling drug recall.
- Be free from any discrimination or reprisal for exercising his/her rights or for voicing grievances to the home health agency or an outside entity.
- Be informed of the right to access auxiliary aids and language services and how to access these services.
- Be informed of any financial benefits when referred to a home health agency.
- Be fully informed of one's responsibilities.
- You have the right to be treated with courtesy and respect, with appreciation of your dignity, and with protection of privacy.
- You have the right to receive a prompt and reasonable response to questions and requests.
- You have the right to know who is providing medical services and who is responsible for your care.
- You have the right to know what patient support services are available, including if an interpreter is available if the patient does not speak English.
- You have the right to know what rules and regulations apply to your conduct.

- You have the right to be given by the health care provider information such as diagnosis, planned course of treatment, alternatives, risks, and prognosis.
- You have the right to refuse any treatment, except as otherwise provided by law.
- You have the right to be given full information and necessary counseling on the availability of known financial resources for care.
- You have the right to know whether the health care provider or facility accepts the Medicare assignment rate, if the patient is covered by Medicare.
- You have the right to receive prior to treatment, a reasonable estimate of charges for medical care.
- You have the right to receive a copy of an understandable itemized bill and, if requested, to have the charges explained.
- You have the right to receive medical treatment or accommodations, regardless of race, national origin, religion, handicap, or source of payment.
- You have the right to receive treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- You have the right to know if medical treatment is for purposes of experimental research and to give your consent or refusal to participate in such research.
- You have the right to express complaints regarding any violation of your rights.
- You have the right to participate in the development and implementation of care.
- You have the right to formulate advance directives that will be honored.
- You have the right to receive care in a safe setting, free from all forms of abuse and harassment.
- You have the right to confidentiality of medical records.
- You have the right to access information in your own clinical records.
- You have the right to be free from physical or mental abuse and corporeal punishment and for physical restraint or seclusion to be imposed only to ensure your immediate safety and to be discontinued at the earliest possible time.
- You have the right to written policies and procedures regarding visitation rights.

As our patient, you have the responsibility to:

- Provide accurate and complete information regarding your past and present medical history and contact information and any changes.
- Agree to a schedule of services and report any cancellation of scheduled appointments and/or treatments.
- Participate in the development and updating of your plan of care.
- Communicate whether you clearly comprehend the course of treatment and plan of care.
- Comply with the plan of care and clinical instructions.

- Accept responsibility for your actions, if refusing treatment or not complying with the prescribed treatment and services.
- Respect the rights of Pharmacy personnel.
- Notify your physician and the Pharmacy with any potential side effects and/or complications.
- Notify the pharmacy by phone when medication or supplies are running low, so a refill order may be shipped to you promptly.
- Maintain any equipment provided to you on loan from the pharmacy.
- You are responsible for giving the health care provider accurate information about present complaints, past illnesses, hospitalizations, medications, and any other information about his or her health.
- You are responsible for reporting unexpected changes in your condition to the health care provider.
- You are responsible for reporting to the health care provider whether you understand a planned course of action and what is expected of you.
- You are responsible for following the treatment plan recommended by the health care provider.
- You are responsible for keeping appointments and, when unable to do so, notifying the health care provider or facility.
- You are responsible for your actions if treatment is refused or if you do not follow the health care provider's instructions.
- You are responsible for making sure financial responsibilities are carried out. You are responsible for following health care facility conduct rules and regulations.

You can also find the full Jackson Health System Patient Bill of Rights at the following link/QR code: <https://storage.googleapis.com/jackson-library/policies/patients-rights-responsibilities-2013.pdf>

