



Patient Rights and Responsibilities

YOU HAVE THE RIGHT:

- To courteous, culturally sensitive, and culturally competent patient-centered medical care, with respect for personal privacy and dignity.
- To select your own personal health care provider from the professional staff. If, however, your first choice is not satisfactory, you have the RIGHT to select a different medical care provider.
- To reasonable access to appropriate medical services.
- To confidential health records except when disclosure is required by law or permitted in writing by you. With adequate notice, you have the RIGHT to review your medical record with your medical provider.
- To receive enough information (discussion on potential benefits, risks, alternatives, and side effects) to enable you to make an informed decision before you receive any treatment or procedure that is recommended.
- To be informed of your diagnosis and participate in your treatment and care management plan creation. To understand and participate in decisions involving your medical care and procedures.
- To express a complaint and to receive an answer to that complaint within a reasonable period of time.
- To recognize the safety and quality of care, treatment, or services.

YOU HAVE THE RESPONSIBILITY:

- To treat all personnel respectfully and courteously as partners in good health care.
- To communicate openly with the provider you choose. You have the RESPONSIBILITY to develop a relationship based on trust and cooperation. You are expected to receive your care as consistently as possible from the doctor you have chosen. Such continuity strengthens the relationship between you and your provider and enables them to develop a stronger understanding of your needs.
- To keep scheduled appointments or give adequate notice when you will be delayed or have to cancel.
- To maintain your health and prevent illness. You will be taking charge of your health if you use the information provided and if you make positive health choices and seek appropriate care when it is needed.
- To ask questions and make certain that you understand the explanations and instructions given to you.
- To consider the potential consequences if you refuse to comply with treatment plans or recommendations.
- To help NNH maintain accurate and current medical records by being honest and complete when providing information to your provider.
- To express your opinions, concerns, or complaints in a constructive manner to the appropriate people within NNH.
- To ask your provider or nurse what to expect regarding pain and pain management; discuss pain relief options with your providers and nurses; work with your provider and nurse to develop a pain management plan and ask for pain relief when pain first begins.

As partners in health, patients, and employees of NNH we must work together to ensure good medical care. If you have a complaint regarding your visit here, please let us know. Our staff is available and will be happy to assist you.