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**MEDICAL · BEHAVIORAL · DENTAL**

*Your Health.....Our Mission.*

## **PATIENT RIGHTS**

**It is the policy of the Central Ozarks Medical Center Board of Directors and its clinics to recognize that the patients have a specific set of rights which will contribute to more effective patient care and greater satisfaction for the patient, the provider, the clinic and the Central Ozarks Medical Center.**

1. The patient has the right to considerate and respectful care.
2. The patient has the right to obtain, from his/her provider, complete current information concerning his/her diagnosis, treatment and prognosis, in terms the patient can reasonably be expected to understand.
  - When it is not advisable to give such information to the patient, the information should be made available to an appropriate person, in the patient's behalf.
  - The patient has the right to know by name, the provider responsible for coordinating his/her care.
3. The patient has the right to receive, from his/her provider, information necessary to give informed consent prior to the start of any procedure and/or treatment.
  - Except in emergencies, such information for informed consent, should include, but not necessarily be limited to, the specific procedure and/or treatment, the medically significant risks involved, and the probable duration of incapacitation.
  - Where medically significant alternatives for care or treatment exist, or when the patient requests information concerning medical alternatives, the patient has the right to such information.
  - The patient, also, has the right to know the name of the person responsible for the procedures and/or treatment.
4. The patient has the right to refuse treatment to the extent permitted by law, and to be informed of the medical consequences of his/her action.

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5. The patient has the right to every consideration of his/her privacy concerning his/her own medical care program.
  - Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. Those not directly involved in the patient's care must have the express permission of the patient to be present.
6. The patient has the right to expect that all communications and records pertaining to his/her care should be treated as confidential.
7. The patient has the right to expect that, within its capacity, the clinic must make reasonable response to the request of a patient for services.
  - The clinic must provide evaluation, service and/or referral as indicated by the urgency of the case.
  - When medically permissible, a patient may be transferred to another clinic or hospital, only after he/she has received complete information and explanation concerning the need for an alternative to such a transfer.
8. The patient has the right to obtain information as to any relationship of his/her clinic to other health care and educational institutions; insofar as his/her care is concerned.
  - The patient has the right to obtain information as to the existence of any professional relationships among individuals by name and who are treating him/her.
9. The patient has the right to be advised if the clinic proposed to engage in or perform human experimentation affecting his/her care or treatment.
  - The patient has the right to refuse to participate in such research projects.
10. The patient has the right to expect reasonable continuity of care. He/she has the right to know in advance what appointment times and providers are available and where.
  - The patient has the right to expect that the clinic will provide a mechanism, whereby, he/she is informed by his/her provider, or a delegate of the provider, of the patient's continuing health care requirements following discharge.
11. The patient has the right to examine and receive an explanation of his/her bill, regardless of source of payment.
12. The patient has the right to know what clinic rules and regulations apply to his/her conduct as a patient.