

# Patients' Rights & Responsibilities

*The Indiana Hemophilia and Thrombosis Center (IHTC) is committed to providing an environment that recognizes the basic human rights of patients and quality health care. The rights and responsibilities outlined here apply to all IHTC employees and the patients/families they serve at the IHTC.*

## **Patients have the following rights:**

- To be treated with respect, consideration, and dignity regardless of national origin, race, age, sex, religious belief or sexual orientation.
- To know the name and credentials of all IHTC staff associated with their care.
- To change a physician provider if other qualified providers are available.
- To confidentiality protections and privacy of their medical records, case discussions, examination and treatments.
- To receive information in a language and manner that the patient can understand, with opportunity to ask clarifying questions.
- To informed consent in treatment decisions and full information concerning diagnosis, evaluation, treatment, and prognosis. When it is not medically advisable, the information will be given to the patient's designated person or legally authorized person.
- To participate in all decisions involving their medical plan of care.
- To receive complete and easily understood information about the costs of their coverage and care.
- To participate or refuse participation in any research projects related to the patient's care or treatment.
- To express compliments or grievances during regular business hours or through the IHTC website regarding the care and treatment received (or not received) by the IHTC. The IHTC will respond promptly to the patient to discuss resolution.
- To know the services available at the IHTC, after-hour and emergency contact information, fees for service, and payment policies.
- To formulate advance directives or living wills regarding their health care and to expect the IHTC staff to comply with these directives to the extent provided by state law and regulation.

## **Patients have the following rights and responsibilities:**

- Patients are responsible for their actions and to be respectful of the IHTC property and staff.
- Patients are responsible to submit forms that are necessary to receive services and provide accurate contact information or submit any changes.
- Patients are responsible to provide complete accurate information about their medical health, any medications, including over the counter products and dietary supplements, and any allergies or sensitivities they may have.
- Patients are responsible to follow the agreed upon treatment plan and to ask questions if they do not understand the information and instructions for the agreed upon treatment plan.
- Patients are responsible to become knowledgeable about their health plans.
- Patients are responsible to pursue healthy lifestyles.
- Patients are responsible to notify the organization of any concerns about the care or services provided.
- Patients are responsible to keep appointments and notify the IHTC if unable to keep the appointment.
- Patients are responsible to accept personal financial responsibility for any charges not covered by insurance.
- Patients are responsible to provide a responsible adult to transport the patient home from the clinic visit if medically required by the physician provider.

## ***In addition, the following rights and responsibilities apply to the IHTC pharmacy patient management program***

### **Patient Rights include:**

- Patients have the right to know about philosophy and characteristics of the patient management program
- Patients have the right to have personal health information shared with the patient management program only in accordance with state and federal law
- Patients have the right to receive information about the patient management program
- Patients have the right to receive administrative information regarding changes in, or termination of, the patient management program
- Patients have the right to decline participation, revoke consent, or disenroll at any point in time

### **Patient Responsibilities include:**

- Patients have the responsibility to notify their treating provider of their participation in the patient management program, if applicable

