



## **Patient Rights and Responsibilities**

As a patient of Welcome Home Wellness or as a family member or guardian of a patient of Welcome Home Wellness, we want you to know the rights you have under federal and Pennsylvania state law as soon as possible. We are committed to honoring your rights, and want you to know that by taking an active role in your healthcare, you can help Welcome Home Wellness meet your needs as a patient or family member. That is why we ask that you and your family share with us certain responsibilities.

### Your Rights

1. As a patient you or your legally responsible party, have the right to receive care without discrimination due to age, AIDS or HIV status, ancestry, color, culture, disability, education, gender identity, income, language, marital status, national origin, race, religious creed, sex, sexual orientation, union membership or who will pay your bill. As our patient, you have the right to safe, respectful, and dignified care at all times. You will receive services and care that are medically suggested and within Welcome Home Wellness' services, its stated mission, and required law and regulation.
2. Communication- You have the right to:
  - Receive information in a way that you understand. This includes interpretation and translation, in the language you prefer for talking about your health care. This also includes providing you with needed help if you have vision, speech, hearing or cognitive impairments.
  - Designate a support person, if needed, to act on your behalf to assert and protect your patient rights.

3. Informed Decisions- You have the right to:

- Receive information about your current health, care, outcomes, recovery, ongoing health care needs, and future health status in terms that you understand.
- Be informed about proposed care options including the risks and benefits, other care options, what could happen without care, and the outcome(s) of any medical care provided, including any outcomes that were not expected.
- Be involved in all aspects of your care and to take part in decisions about your care.
- Make choices about your care based on your own spiritual and personal values.
- Request care. This right does not mean you can demand care or services that are not medically needed.
- Refuse any care or therapy against the medical advice of a clinician. There may be times that care must be provided based on the law.
- Expect Welcome Home Wellness to get your permission before taking photos, recording, or filming you, if the purpose is for something other than patient identification, care, diagnosis, or therapy.

4. Care Planning- You have the right to:

- Receive a proper medical screening exam to determine treatment.
- Participate in the care that you receive with Welcome Home Wellness.
- Receive instructions on follow-up care and participate in decisions about your plan of care after completion of care with Welcome Home Wellness.
- Receive a prompt and safe transfer to the care of others when Welcome Home Wellness is not able to meet your request or need for care or service. You have the right to know why a transfer to another health care facility might be required, as well as learning about other options for care.

5. Care Delivery- You have the right to:

- Receive care in a safe setting free from any form of abuse, harassment, and neglect.
- Receive kind, respectful, safe, quality care delivered by skilled staff.
- Know the names of clinicians and staff providing care to you.
- Request a consultation by another health care provider.
- Receive efficient and quality care with high professional standards that are continually maintained and reviewed.

6. Privacy and Confidentiality- You have the right to:

- Limit who knows about your care with Welcome Home Wellness.
- Be interviewed, examined, and discuss your care in ways designed to protect your privacy.
- Be advised why certain people are present and to ask others to leave during sensitive talks or procedures.

- Expect all communications and records related to care, including who is paying for your care, to be treated as private.
- Decide if you want visitors or not during your care with Welcome Home Wellness. Welcome Home Wellness may need to limit visitors to better care for you.
- Review and request copies of your medical records unless restricted for medical or legal reasons.

### Your Responsibilities:

As a patient, family member, or guardian we ask that you:

- Provide accurate and complete information about current health care problems, past illnesses, hospitalizations, medications, and other matters relating to your health
- Report any condition that puts you at risk (e.g. allergies, hearing problems, etc)
- Report unexpected changes in your condition.