



CLINICAL RULES AND REGULATIONS

Policy No: 1.2 - Patient Rights and Responsibilities Policy

Effective Date: 12/01/16

PATIENT RIGHTS AND RESPONSIBILITIES POLICY

POLICY

FAMILY Circle of Care (FCC) respects the rights of all patients and will ensure that these rights are protected as well as providing appropriate information regarding the patient responsibilities.

PURPOSE

To outline the rights that all patients of FCC have to quality, fair services and to state the responsibilities that all patients have to follow reasonable regulations set in place by the health center for maintaining operational excellence in the service of its patients.



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PROCEDURES

Patient Rights:

Civil Rights

1. Patients have the right to considerate and respectful treatment in an environment free from harm.
2. Patients seeking services shall not be denied, suspended or terminated from services or have services reduced for exercising any of their rights.

Discrimination

1. Patients have the right to receive services regardless of age, sex, race, creed, color, religion, ethnic origin, ancestry, marital status, physical or mental disability, gender preference, veteran status or criminal record.
2. Patients may receive services without regard to one's ability to pay; if the patient is unable to pay the full fee for services, a sliding fee scale is available and provisions to assist in payment. The patient may examine and receive an explanation of their bill of services.
3. No recipient of services is presumed legally incompetent except as determined by a court.
4. Patients have the right to present any complaint or grievance on matters pertaining to services received, or any perceived or actual violation of rights.

Treatment

1. A recipient of services shall be provided with adequate and humane care and in the least restrictive environment, pursuant to an individualized service plan. When appropriate, a recipient's nearest kin or guardian shall be involved in the treatment/service plan.
2. Patients have the right to know of the variety of services that may be available and to participate in the planning of treatment.
3. Patients may refuse treatment at any time, and patients have the right to be informed of the consequences resulting from the refusal of treatment.
4. Seclusion will not be used as a means of intervention for any recipient services.



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Communication with Persons of Limited English Proficiency

This policy serves to make certain that methods and procedures are in place to ensure effective communication with persons of limited English-proficiency so that they will be afforded equal access to the services provided by the clinic.

The clinic shall provide for communication with limited English-proficient persons, including current and prospective patients, family, and interested persons to ensure them an equal opportunity to benefit from services. The procedures outlined below will ensure that information about services, benefits, consent forms, waivers of rights, financial obligations, etc., are communicated to limited English-proficient persons in a language which they understand. Also, they will provide for an effective exchange of information between staff/employees and patients and/or families during normal clinic hours of operation while services are being provided.

1. When an interpreter is needed, the provider, staff member, administrator/director or designee is responsible for contacting one of the in-house interpreters, if one is available who speaks the needed language.
2. If a staff interpreter is not available for the needed language, arrangements have been made with a language line. They will provide interpreting services by phone and can be used throughout the clinic and offices wherever there is a phone.

Communicating Information to Persons with Sensory Impairments

The clinic will take such steps as are necessary to ensure that qualified persons with disabilities, including those with impaired sensory or speaking skills, receive effective notice concerning benefits or services, and written material concerning waivers or rights or consent to treatment.

All aids needed to provide this notice, for example, sign-language interpreters, readers, etc. are provided without cost to the person being served.



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For Person with Hearing Impairments

1. Sign-language interpreter: To obtain a sign-language interpreter to communicate, both verbal and written information, for persons who are hearing-impaired and who use sign-language as their primary means of communication contact the site manager.
2. Written materials: All program information will be provided to hearing-impaired persons in writing. Printed materials and writing materials are available.

For Persons with Visual Impairments

1. Reader: Staff will communicate the content of written materials concerning benefits, services, waivers of rights, and consent-to-treatment forms by reading them out loud to visually impaired persons.

Language Competency

FCC commonly used documents and key directional signage will be provided in English and Spanish, reflecting the language needs of the community. FCC will utilize an external language line for additional translation as needed.

Refusal of Treatment

In addition to receiving educational information about treatment options, all patients of FCC have the right to refuse treatment administered at the clinic. If the medical provider has discussed the recommended treatment with the patient and the patient clearly expresses a refusal to receive the discussed treatment, the provider must document the refusal by obtaining appropriate signatures from the patient and witnesses, and document the event in the patient's medical record.

Confidentiality

1. Patients will receive confidential treatment; all clinical records and client information are protected by law, regulations and center policies. For the purposes of funding,



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certification, licensure, audit, research or other legitimate purpose, patient clinical records may be used by the person conducting the review to the extent that is necessary to accomplish the purpose of the review.

2. Patient information released to or requested from other sources requires the patient's written consent. Patient records can be subpoenaed by court order and do not require the patient's signature for release of information.
3. Patients have the right to review and obtain a copy of their clinical record in accordance with FCC's policy.

Patient Responsibilities

Patients are required to:

1. Give full information, to the best of their knowledge, about their condition, including symptoms, medications, previous health, etc.
2. Ask questions if they do not clearly understand information or instructions about their care and treatment.
3. Follow the treatment plan coordinated by their physician.
4. Be responsible for their own actions if they refuse treatment or refuse to follow their treatment instructions and directions.
5. Ensure that payment for their care is made promptly and in full. This means understanding your insurance coverage and its limits and any added responsibilities they may have.
6. Follow FCC rules and regulations.
7. Be considerate of and respectful to their caregivers, other patients and visitors to the health center.
8. Not possess or use alcoholic beverages or "recreational" drugs in the health centers.
9. Not possess firearms or other weapons in or around the health centers' grounds.

FCC Responsibility

1. In the case of suspected child abuse or neglect, FCC is required by the Abused and Neglected Child Reporting Act to report any suspected incidents of neglect or abuse. FCC



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also has the ethical obligation to report suspected maltreatment of senior citizens or adults. (See Clinical Policy on Reporting Child or Adult Abuse for procedural details).

2. If at any time patients present a clear and present danger to themselves or to others, FCC's staff may release information that is required to protect them or others.
3. FCC may restrict or terminate delivery of services to patients who have been evaluated and determined as posing a serious physical threat to staff or others.

Commitment to Continuously Improving Care

FCC wishes to hear from its patients regarding satisfaction with care and services, as well as suggestions for improvement. FCC conducts patient surveys on a bi-yearly basis. Patients that are asked to participate during a visit are also asked to consider how helpful the completion of the survey is to FCC. Patients' comments will help the health center improve the way it provides care. FCC also welcomes and encourages patients' comments at any time. All information is used to support efforts to continually improve the quality of patient care and safety. Should a patient have a concern that is unresolved, the patient has the right to contact the Center for Medicare and Medicaid Services or the Office of Inspector General.

Patient Comments and Complaints

FCC will actively solicit patient comments and complaints and will attempt to respond in the appropriate way so as to reduce risks and to improve quality of patient care.

1. Patients will be asked to complete the Patient Comment and Privacy Complaint Form.
2. The form should be submitted to both the site manager and the compliance officer.
3. An FCC employee should try to resolve the issue while the patient is present.
4. If no solution is available during the patient's visit, the FCC employee will coordinate complaint resolution.
5. A report of customer comments and complaints should be forwarded to the appropriate leadership committee, usually Compliance and Performance Improvement Committee.