

## PATIENT RIGHTS

### As a Client of CareSouth Carolina YOU HAVE THE RIGHT TO

Reasonable access to health and life care services that are considerate, respectful of your values and beliefs, affordable, and high quality.

Confidentiality of your protected health information.

Personal privacy during your visit.

A secure and safe environment that reasonably protects you as well as your property.

Effective communication about

- Your rights,
- Your condition,
- Your role in managing and treating your condition,
- Making informed care decisions,
- Any ethical issues that might impact your care,
- Significant clinical issues that might impact your care,
- How your family can or should become involved in your care
- Research activities that could impact your care
- Making care decisions throughout any research activities affecting your care,
- The process for designating someone else to make care decisions for you,
- The inclusion and impact of clinical students and residents on your care
- How to develop advance directives, living wills, do not resuscitate orders, etc.,
- All relevant fee schedules and payment policies, and (as appropriate)
- The need and reasons for being transferred to another health care organization or level of care.

A process for the resolution of conflicts, complaints, or grievances.

Receive clinical approved methods to assess and manage your pain.

Influence the operation of CareSouth Carolina through a board of directors who represent you.

## PATIENT RESPONSIBILITIES

CareSouth Carolina, Inc. patients are expected and encouraged to assume reasonable responsibilities. These include, but are not limited to, the following:

**Providing Information:** You are responsible for providing, to the best of your knowledge, accurate and complete information about yourself. This includes information about your health, insurance coverage and how to quickly contact you.

**Asking Questions:** You are responsible for asking questions when you do not understand what you have been told about your care or what you are expected to do.

**Following Instructions:** You and your family are responsible for following the care, service, or treatment plan developed by you and our medical staff.

**Setting Reasonable Treatment Goals:** You are responsible for working with the clinical team to set reasonable treatment goals.

**Being Cooperative:** You are responsible for being aware of your medical provider's time and his or her duty to provide much needed care to others

**Accepting Consequences:** You and your family are responsible for accepting the outcomes if you do not follow the care, service or treatment plan decided upon by you and your medical provider.

**Infection Control:** You are responsible for not knowingly spreading disease

**Following Rules & Regulations:** You and your family are responsible for following our rules and regulations concerning patient care and conduct as well as the procedures of health plans, health care providers and government health benefit programs.

**Complaints:** You are responsible for using CareSouth Carolina's internal complaint and appeal processes to address concerns that may arise

**Identifying Fraud:** You are responsible for reporting any wrongdoing or fraud to appropriate resources within the organization and then to legal authorities if not completely resolved.

**Showing Respect & Consideration:** You and your family are responsible for being considerate of CareSouth Carolina's personnel and property as well as to other persons and their property while you are at our facility.

**Meeting Financial Commitments:** You are responsible for promptly meeting any financial obligation agreed to with CareSouth Carolina.

**Not Smoking:** You are responsible for complying with the organization's NO SMOKING policy that prohibits smoking within the organization's facilities except in identified areas.

**Providing Sliding Fee Information:** You are responsible for disclosing financial information in a timely and accurate fashion if you wish to participate in CareSouth Carolina's sliding fee discount program.