

# PATIENT RIGHTS AND RESPONSIBILITIES



**RAYMOND W. BLISS  
ARMY HEALTH CENTER  
FORT HUACHUCA, ARIZONA  
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## GENERAL

Raymond W. Bliss Army Health Center is committed to providing the very best in military medical health care within our available resources to all eligible recipients. The basic rights of human beings for independence of expression, decision, and action, as well as concern for personal dignity and human relationships are always of great importance. It is imperative that

staff members be concerned about each patient as a human being and adhere to the spirit of the Patient's Bill of Rights.

## PATIENT RIGHTS

**Access to care.** Patients have the right to medical treatment without discrimination as to race, color, sex, religion, national origin, source of payment, political belief or disability.

**Respect and dignity.** Receive considerate, respectful care at all times and under all circumstances, recognizing personal dignity.

**Identity.** Know the name and function of any person providing you services. Receive the identity, upon request, of all health care personnel and health care institutions authorized to assist in your treatment.

**Communication.** Obtain from the person responsible for your health care complete and current information concerning your diagnosis, treatment and expected outcomes in terms which you can be reasonably expected to understand. Access to a language interpreter or signer if communication barriers are encountered. Expect a quick assessment and response to your reports of pain.

**Informed consent.** Receive information necessary to give informed consent prior to the start of any procedure, treatment, and/or pain management plan except for emergency situations. Information shall include as a minimum an explanation to the specific procedure or treatment itself, its value and significant risk, and an explanation of other possible treatment methods, if any.

**Transfer and continuity of care.** Expect reasonable continuity of care and to be informed by the person responsible for your health care, of possible continuing health care requirements, if any. When it is not medically advisable to give you such information, the information shall be made available to any appropriate person you have named on your behalf.

**Refusal of treatment.** Refuse treatment and be informed of the medical or other consequences of your action.

**Privacy and confidentiality.** Receive personal and informational privacy to the extent consistent with adequate medical care.

a. Case discussions, consultation, examination, and treatment are

confidential and should be conducted discreetly.

b. Privacy and confidentiality of all records pertaining to your treatment, except as otherwise provided by law or third party payment contract.

**Report concerns.** Access to the Health Center's Patient Advocate or Inspector General for response to concerns about services.

**Advanced directives.** Receive information about living wills or durable powers of attorney for health care decisions. Express their own wishes regarding withholding of medical care (living will) or of giving a designated family member or friend the legal authority to authorize consent or refusal of treatment (durable power of attorney).

**Charges.** Receive, upon request, an explanation of billing issues, regardless of the payment source.

**Health center rules and regulations.** Receive information about the health center's rules and regulations applicable to their conduct as patients.

### **Comply with health center rules and regulations.**

**Give respect and consideration.** Consider the rights and property of other patients, health care providers and the medical facility. Patients will assist in controlling noise, smoking, and the number of visitors.

**Maintain medical records.** When in possession of outpatient records promptly return them to the primary treatment facility's records repository after all medical appointments are completed. All medical records are the property of the U. S. government and must be returned for filing at the appropriate medical treatment facility.

**Report Comments.** Report complaints, recommendations, questions or concerns to the Patient Advocate's Office (533-2313) or to the Inspector General.

## **PATIENT RESPONSIBILITIES**

### **Provide information:**

To the best of their knowledge, provide accurate and complete information about present complaints, past illnesses, prior hospitalizations, current medications, and other matters relating to their health.

Report unexpected changes in their condition to their health care provider.

Report whether they clearly understand their treatment plan and what is expected of them.

### **Comply with instructions:**

Follow the treatment plan outlined by their health care provider, to include instructions of nurses and allied health care personnel, as they carry out the coordinated care plan.

Keep appointments and notify the responsible organization at least 24 hours in advance when an appointment cannot be met.

Assume responsibility for their own actions when refusing treatment or not following the health care provider's instructions.