

## **PATIENT RIGHTS**

### **TO OUR VALUED PATIENTS**

We at Total Health Care, Inc. pledge to give you the very best Health Care possible. We will treat you with respect and will always honor your rights as a patient.

These rights include:

- 1. Receive quality and consistent care.**
- 2. Receive competent, considerate and respectful care.**
- 3. Receive a second medical opinion from a Total Health Care approved physician before having any medical procedure or hospitalization.**
- 4. Receive a complete, easily understandable explanation of your condition, treatment and chances or recovery.**
- 5. Review your own medical record, if requested.**
- 6. Expect complete confidentiality of all communications and records pertaining to their medical care.**
- 7. Receive information about the medical consequences of exercising their right to refuse treatment.**
- 8. Receive information necessary to give informed consent before beginning any treatment or procedure, except in emergencies.**
- 9. Receive an explanation of their medical bill(s) regardless of the source of payment, and an opportunity to personally examine their bill.**
- 10. Expect that their health center will make every effort to overcome any cultural or language barriers that may exist between patient and staff.**
- 11. File a grievance should a dispute arise regarding care or treatment.**
- 12. Participate in any research projects conducted by or on behalf of Total Health Care only after proper informed consent has been obtained. If you choose not to participate, your care at THC will not be affected.**
- 13. Prepare advance directives to determine the nature of care you wish to receive should you become unable to make an informed decision.**
- 14. Change primary care providers at any time for any reason.**
- 15. Contribute to the development of Total Health Care policies and procedures that have a direct impact on health care services.**



**Total Health Care**