

PATIENTS' BILL OF RIGHTS

1. The patient has the right to considerate, respectful care and impartial access to healthcare treatment or accommodations regardless of race, national origin, religion, disability or source of payment.
2. The patient has the right to obtain from his/her healthcare provider complete and current information concerning his/her diagnosis, treatment and progress in terms the patient can understand.
3. The patient has the right to receive from his/her healthcare provider information necessary to give informed consent prior to the start of any procedure and/or treatment.
4. The patient has the right to refuse treatment, to the extent permitted by law, and to be informed of the medical consequences of his/her action.
5. The patient has the right to expect consideration for his/her privacy and confidentiality concerning his/her own medical care program.
6. The patient has the right to expect PSHC to make, within its capacity, responses to the requests of the patient for service.
7. The patient has the right to obtain information concerning any relationship of PSHC to other health care and educational institutions insofar as his/her care is concerned.
8. The patient has the right to expect reasonable continuity of care with the provider of his/her choice.
9. The patient has the right to examine and receive an explanation of his/her bill. The sources of payment will be explained including the patient's own responsibility for payment of those bills not covered by insurance, Medicaid, Medicare or other resources.
10. The patient has the right to know what PSHC rules and regulations apply to his/her conduct as a patient.
11. The patient has the right to access a PSHC provider after normal business hours in case of an emergency and will be contacted by a PSHC provider.
12. The patient has the right to access his/her health record and to have copies of his/her records as long as the protected health information is maintained in a designated record set.
13. The patient has a right to prompt reasonable responses to questions, requests and complaints.
14. The patient has a right to have an advanced directive and receive care that is compliant with the advanced directives as permitted by law.
15. The patient has the right to refuse participation in research.
16. The patient has the right to receive information about financial assistance.
17. The patient has the right to receive competent interpreter services when seeking healthcare at PSHC.