



### **Rights of the Patient:**

- To be treated with courtesy, respect, dignity, privacy, responsiveness, and timely attention to his/her needs regardless of age, race, sex, national origin, religion, cultural, physical or mental health status, personal value and beliefs.
- To impartial access to healthcare treatment and or accommodations regardless of race, national origin, religion, physical handicap, or source of payment.
- To privacy. Case discussion, consultation, examination, and treatment should be conducted to protect each patient's privacy.
- To prompt, reasonable response to questions and requests.
- To know who is providing healthcare services and who is responsible for his/her care.
- To know what support services are available, including whether an interpreter is available if he/she does not speak English.
- To know what rules and regulations apply to his/her conduct.
- To be given, by the healthcare provider, information regarding diagnosis, planned course of treatment, alternatives, risks, and prognosis.
- To refuse any treatment, except as otherwise provided by law.
- To be given, upon request, full information and necessary counseling on the availability of known financial resources for his/her own care.
- To receive, upon request, prior to treatment, a reasonable estimate of charges for healthcare.
- To receive a copy of a reasonably clear and understandable itemized bill, and upon request, the have the charges explained.
- To treatment of any emergency medical condition that will deteriorate from failure to provide treatment.
- To know if medical treatment is for purposes of experimental research and to give his/her consent or refusal to participate in such experimental research.
- Receive reasonable communications regarding progress, changes to the plan of care and discharge planning.
- To express grievances or complaints without fear of reprisals.

### **Responsibilities of the Patient/Guardian:**

- Maintain presence on campus grounds during patients treatment, unless prior approval to leave campus given by VP of Outpatient Services. (Criteria patient must meet prior to parent leaving campus grounds: Patient is at least 16 years of age or is accompanied by a sibling at least 16 years of age, is cognitively sound and can communicate; has emergency phone numbers.)
- Obtain physician's orders and submitting them to the Office Coordinator.
- Report to the Office Coordinator upon arrival for scheduling treatment session.
- Notify the Office Coordinator to cancel appointment within 24 hours of scheduled appointment (if patient misses two (2) or more consecutive sessions without notifying the facility or misses more than 50% of scheduled sessions, it is the discretion of the Wendell Foster's Campus Outpatient Services to discharge the patient from services).
- Notify the Office Coordinator of any change in insurance, address, and telephone number.
- Carry over of any treatment recommendations given by therapist.
- Siblings may accompany during the clients treatment session; however, parents must provide supervision to these children at all times. Therapist may request siblings not attend treatment sessions if they distract from the effectiveness of the treatment session