



Lahai Health Clinic

Patient Rights & Responsibilities in Health Information & Care

POLICY

Lahai Health Clinic, hereafter referred to as “the clinic” will honor the rights of its Patients, including protecting the privacy of health information and health care. Patients have the right to include a guardian and others who have a significant relationship with the Patient in their health care process. The clinic respects and supports the right of a Patient to receive medical & dental treatment and services.

PURPOSE

Patients have the right to know their rights and responsibilities related to their health care.

Lahai staff and volunteers shall be informed of patient's rights and responsibilities, as mandated by law and the policies of the clinic.

SCOPE

All staff, volunteers, patients, and members of the clinic are required to adhere to this policy.

DEFINITIONS

Health care: All medical and dental services.

Patient: One who receives health care services from the clinic or associated providers.

PATIENTS' RIGHTS

Patients have the right to:

1. Receive services within the scope of Lahai's practices regardless of age, sex, race, creed, color, religion, ethnic origin, ancestry, marital status, physical or mental disability, gender preference, veteran status or criminal record.
2. Reasonable confidential, considerate, and respectful treatment and services in a supportive environment.
3. Know their rights and responsibilities as “the Patient” and to receive a paper copy of the

Patient

Rights & Responsibilities in Health Information & Care, if requested.

4. Not be denied, suspended, or terminated from services or have services reduced for exercising any of their rights.
5. Know who will have access to their private health care information and under what circumstances their information can legally be shared with others.

6. Be informed about the variety of medical services that may be available and participate in the planning of treatment, including diagnosis, course of treatment prognosis, and alternative treatments, if known.
7. Know the name and professional status of individuals providing services to them and any coordinating staff.
8. Ask questions about their health information.
9. Refuse treatment and be informed of the consequences resulting from the refusal.
10. Withdraw authorization for disclosure of health information previously authorized.
11. Request that restrictions be placed on health care information being shared with third parties that is not directly related to the reason for the disclosure.
12. Appoint a family member or other person to participate in decisions about their care.
13. Expect that their requests will be honored, including the right to utilize a decision-maker of their choice when or if they are unable to understand or communicate their wishes.
14. Present any complaint or grievance on matters pertaining to services received, any perceived or actual violation of rights without prejudice or fear of termination of care. Patients shall be encouraged to lodge a confidential complaint with the Nurse Manager, Executive Director, or other team members. The Patient also has the right to lodge a complaint with the Office of Civil Rights at 1-800-368-1019 or at <http://www.hhs.gov/ocr/privacyhowtofile.htm>.

PATIENT RESPONSIBILITIES

Patients are responsible to:

1. Conduct themselves in a manner that is considerate of others.
2. Observe all safety regulations, including smoking and weapons policies.
3. Supply accurate information to appropriate personnel and report unexpected changes in their condition to their health care provider (HCP).
4. Ask questions if instructions are unclear.
5. Participate in their treatment plan recommended by the healthcare team.
6. Notify the clinic via a written letter or facsimile, when requesting termination of care for the transfer and disclosure of health care information.
7. Assure all financial obligations of their healthcare are fulfilled in a timely manner.
8. Arrive at all appointments on time or notify the clinic at least 24 hours prior to cancellations. (Please see No-show Policy for more detail).

CLINIC RIGHTS

1. The clinic may use and disclose the Patient's health information in order to provide medical and dental care. This may include disclosing the Patients' health information to staff, volunteers, students and other personnel involved in the Patients' care.
2. The clinic may also use and disclose the Patients' health information to run the daily operations of the clinic, such as administrative, educational, business functions and/or quality assurance purposes.
3. The clinic may use the Patients' health information to inform/remind the Patient of appointments for treatment and services.
4. The clinic may use and disclose the Patients' health information to provide care for the Patient(s) with outside providers, such as pharmacists, specialists or other providers/clinics that may benefit the Patient(s) and their care needs.

CLINIC RESPONSIBILITIES

The clinic shall:

1. Respect the rights of each Patient with dignity and honor.
2. Give each Patient the opportunity to read the Patient Rights & Responsibilities in Health Information & Care at their initial visit, and thereafter, upon request. A signed copy and/or signed statement will be maintained in the Patient's chart. A Patient will be provided a paper copy, upon request.
3. Permit a Patient to inspect and obtain copies of their clinical record (chart) and comply with the request within fourteen (14) working days to said Patient.
4. Honor a Patient's right to request information in their health care record (chart) be amended. Requests for chart corrections will be denied if (a) the information is deemed accurate and complete; (b) the record was created at another office (Exception: if the creator is no longer available and the mistake in the record is apparent.), (c) information that is not permitted to be inspected or copied (example, psychotherapy notes), (d) is not part of the Patient's information that is kept by the clinic.
5. Honor the Patient's right to request restrictions be placed on specific information disclosed to third parties that does not pertain to the care being requested.
6. Respect the Patient's right to withdraw consent to share their health information.
7. Allow a Patient to log a complaint with the clinic or the Office of Civil Rights without prejudice or fear of penalization.

DISCLOSURE OF HEALTH INFORMATION AS PERMITTED BY FEDERAL REGULATIONS

A Patient's health information can be disclosed and provided to:

1. Public Health to report any public health concern in order to control or prevent disease, injury or disability. This can include births, deaths, suspected abuse or neglect, non-accidental physical injuries, problems with products and/or reactions to medication.
2. The legal court system.
3. An oversight agency for audits, investigations, licensing purposes or other necessary government agencies to monitor the health care system and compliance with existing laws.
4. A coroner or medical examiner as necessary in order for them to perform their job duties.
5. Organizations that deal with organ procurement and/or organ transplantation, as necessary to facilitate a donation and transplantation.
6. Research projects under limited circumstances and are subject to a special approval process.
7. Any appropriate person within an organization in order to prevent serious threat to the health or safety, of both the Patient and that of the public.
8. A Patient's family member or persons responsible for the Patient in the event of disaster relief effort.
9. Government agencies for the purpose of intelligence and other national security activities as authorized by law.

SAFETY

1. The clinic is required by law to report suspected child abuse. A child is legally a person from birth to 18 years of age.
2. The clinic is required by law to report suspected elder and vulnerable adult abuse. A vulnerable adult is anyone who is 50 years old or older, and/or has physical or mental disabilities, has a legal guardian, lives in a long-term care facility (Adult Family Home, Boarding Home or Nursing Home), and/or receives care and services from private individuals or an agency in their own home.
3. Abuse is a willful infliction or injury on a child, elderly or vulnerable adult that can be, but is not limited to physical, mental or financial exploitation.
4. If at any time a Patient presents a clear and present danger to themselves or to others, the clinic may release information that is required to protect the Patient and/or others.
5. The clinic may restrict or terminate delivery of services to patients who have been evaluated and determined as posing a serious physical threat to staff or others.

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