



Mosaic Health Center Patient Rights and Responsibilities

Patient Rights

1. A patient has the right to respectful care from qualified providers.
2. A patient has the right to know the names and roles of the medical staff.
3. A patient has the right to privacy about their medical condition. Only people who need to know will talk about the patient's care. Information about a patient will only be shared if the patient agrees or if the law requires it.
4. A patient has the right to ask for changes to their health records and to know who has looked at them.
5. A patient has the right to know the rules and policies of Mosaic Health Center (MHC) while they are a patient.
6. A patient has the right to good quality care that is regularly reviewed.
7. A patient has the right to make decisions about their care, including involving family members.
8. A patient has the right to get information from their doctor in a way they can understand. This includes information about their diagnosis, treatment options, and what to expect. In emergencies, this might not be possible.
9. If a patient is asked to join a research study, they have the right to full information and can refuse to participate. If they join, they can stop at any time without it affecting their care.
10. A patient has the right to refuse any medication, treatment, or procedure after being told the risks.
11. A patient has the right to get a second opinion from another doctor at their own cost.
12. A patient has the right to receive care no matter their race, religion, disability, gender, sexual orientation, nationality, or how they pay.
13. A patient has the right to information they can understand. If a patient doesn't speak English or has a hearing or speech problem, they have the right to an interpreter, if available.
14. A patient has the right to see their medical records within a reasonable time. The doctor can limit access only for valid medical reasons, but the patient has the right to have the information explained.
15. A patient has the right not to go through unnecessary medical or nursing procedures.
16. A patient has the right to receive treatment that avoids unnecessary discomfort.
17. A patient has the right to receive a copy of their bills and have them explained.
18. A patient has the right to get help with finding ways to pay their medical bills.
19. A patient has the right to assistance with planning for discharge and understanding how to continue care after leaving the facility.
20. A patient has the right to contact people or agencies to act on their behalf or to protect their rights under the law. If the patient or their family feels unsafe, they have the right to contact protective services.
21. A patient has the right to be informed of their rights as soon as possible during their treatment.
22. A patient has the right to make advance directives, like a living will or health care power of attorney, and have those directives followed as allowed by law.



23. A patient has the right to personal privacy and to be cared for in a safe environment.
24. A patient has the right to be free from any kind of abuse or harassment.
25. A patient has the right to be free from restraints or isolation, unless a doctor orders them for safety. Restraints will only be used as a last option and will be removed as soon as possible.
26. A patient has the right to choose visitors, who will have the same visitation rights as family members, even if they are not legally related.
27. A patient has the right to pastoral care and other spiritual services.
28. A patient has the right to be part of resolving difficult decisions about their care.
29. A patient has the right to have any complaints about their care addressed.
30. A patient and their family have the right to ask for help from the ethics committee when there are issues like starting or stopping life-support treatments or disagreements about care.
31. A patient has the right to receive proper pain management.
32. A patient has the right to be protected from financial abuse by the healthcare facility.

Patient Responsibilities

1. Patients must give correct and complete information about their health and past medical history.
2. Patients must tell their providers about any changes in their health, symptoms, or allergies.
3. Patients must ask questions if they do not understand the treatment or their role in the care plan.
4. Patients must follow the treatment plan they agreed to, including instructions from other health workers.
5. Patients must keep their appointments.
6. Patients must treat others with respect.
7. Patients must follow the facility's rules about smoking, noise, and using electrical equipment.
8. Patients are responsible for what happens if they refuse the treatment plan.
9. Patients must pay for their care.
10. Patients must respect other people's property and rights.
11. Patients must help control noise and limit the number of visitors in their rooms.
12. Patients understand that MHC is a primary care clinic and does not provide emergency or urgent care services.

Print Name

Signature

Date