

# *Valley-Wide Health Systems, Inc.*

## **Patient Rights and Responsibilities**

**Purpose:** Valley-Wide Health Systems, Inc. stands for *quality comprehensive health care for all*. Patient rights must be recognized, respected, and supported so that patients can participate in all aspects of patient care. Therefore, the following rights and responsibilities are recognized by Valley-Wide and are valued in the day-to-day practice of health care services:

### **Patient Rights**

The patients of Valley-Wide Health Systems, Inc. have the right to:

- Care and treatment that is accessible, confidential, safe, respectful, sensitive to cultural, psychosocial, spiritual, and personal values, recognizes a person's dignity, and provides for personal privacy to the extent possible during the course of treatment.
- Be treated with courtesy, respect and dignity by all staff.
- Receive culturally appropriate and competent services from staff. Valley-Wide prohibits unlawful discrimination based on race, color, religion, national origin, gender, age, veteran status, disability, gender expression, health status, sexual orientation, marital status, or social economic status.
- Participate in all decisions involving the patient's care or treatment goals including family participation as directed/warranted by the patient.
- Receive information on the benefits and options for children and adolescents under Early and Periodic Screening Diagnostic and Treatment (EPSDT) services, if you are 20 years of age or under.
- Be treated in the least restrictive setting as long as Valley-Wide has the on-hand resources. Please ask your provider what least restrictive setting means.
- Refuse care, treatment, or services.
- Give informed consent for invasive treatment and procedures.
- Appropriate pain assessment and management.
- Direct decisions about care, treatment, or services received.
- Know the names, professional status, and experience of the staff that are responsible for providing care or treatment to the patient.
- Know if the facility is participating in teaching programs, research, and/or experimental programs.
- Be informed of the facility's rules and regulations as they apply to the patient.
- Voice concerns or file a grievance about your care by contacting the clinic manager or a client advocate. You can also contact the compliance line at 719-587-9600 or by email at [compliance@valley-widehealth.org](mailto:compliance@valley-widehealth.org) or file a complaint on our website at [valley-widehealth.org](http://valley-widehealth.org)
- Secure health care information.
- Access their protected health information and request the correction of errors or amendments to information.
- End your treatment at Valley-Wide unless you are under an involuntary treatment certification. You may ask your provider what involuntary treatment certification means. Valley-Wide also has the right to end services provided to you for cause that will be fully explained to you at the time of your services ending.
- Receive the Surprise Billing disclosure. You have an opportunity to ask questions about the Surprise Billing disclosure.

## Patient Responsibilities

The patients of Valley-Wide Health Systems, Inc. have the responsibility to:

- Participate in care decisions and management and follow the plan of care that is agreed upon. If you have any questions, just ask.
- Give full, honest information on all forms and in conversations. Report any changes to your general condition, symptoms, allergies, etc. Bring a list of your medications with you to your appointments.
- To take medications as agreed upon between you and your prescriber.
- Inspect all medications received from the clinic or pharmacy before leaving the building and any time you get a refill. If there is an error, report it immediately to the Pharmacy or your healthcare provider.
- Contact Valley-Wide if you are experiencing a medical, mental health or substance abuse emergency.
- Contact Valley-Wide Crisis Hotline if you are experiencing behavioral health emergency.
- Keep appointments and be on time. If you must miss your appointment, a call at least 24 hours in advance would be appreciated.
- Treat the staff and other patients with respect courtesy and dignity.
- Bring insurance information. If your coverage or company changes, bring the updated information to your appointment.
- Show your Insurance card (including Medicaid and Medicare cards) when you get treatment.
- Understand what is covered and what is not covered by your insurance plan and that you that be responsible for payment of services you receive that are not covered by your insurance.
- Pay your bills, co-payments and deductible of insurance promptly.
- Report any changes to your address or phone number.

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