



# Patient Rights and Responsibilities

It is the policy of the Daily Planet Health Services (DPHS) to support and protect the fundamental human, civil, constitutional, and statutory rights of each person receiving its health care services. DPHS complies with all applicable federal civil rights laws, including Section 1557 of the Affordable Care Act. DPHS does not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language,) age, disability, or sex. Furthermore, each patient shall be informed of his/her rights in the language that the client understands and will receive a written copy of the *Patient Rights & Responsibilities*.

## Fundamental Rights of Patient

To be treated with dignity and respect, and with the utmost of professional care, without regard to race, color, religion, national origin, sex, sexual orientation, source of payment, age, socioeconomic status, or disability.

## Treatment Rights

1. To receive care and treatment from qualified and competent staff.
2. To participate in the development and revision of individual treatment or service plan.
3. To be given the reasons for any proposed change in professional staff responsible for services or treatment.
4. To be free from experimental research procedures.
5. To refuse or terminate treatment and to be informed of the consequences of these actions.
6. To be informed about diagnoses, services, treatment, and prognosis in terms that can be understood.
7. To participate in formulating discharge and follow-up care plans.

## Confidentiality Rights

To expect that all communications and records that pertain to patient services and treatment will be treated as confidential under state and federal law and that they are not released to anyone unless:

1. The patient consents in writing
2. The disclosure is permitted or required by law.
3. Patient presents as a danger to self or others.
4. Child or elder abuse or neglect is suspected and is reported under state law.

## Communication Rights

1. Language assistance services for individuals with limited English proficiency including qualified interpreters and electronic and written translated documents.
2. Auxiliary aids and services for individuals with disabilities, including qualified American Sign Language interpreters, Video Remote Interpretation, and information in alternate formats (such as large print and accessible electronic formats).

## Other Rights

1. To initiate a complaint or grievance against DPHS or its staff.
2. To be informed of fees for which the client is responsible and the basis for the fees.
3. To be provided with reasonable accommodation for qualified individuals with disabilities

## Patient Responsibilities

Every patient has a responsibility to:

1. Treat staff and other consumers of DPHS with respect and consideration.
2. Keep all appointments. Arrive 15 minutes early to allow us to provide you with the best care possible.
3. Make every attempt to notify staff 24 hours prior to appointment time if you are unable to keep an appointment.
4. To participate in the development of a treatment or service plan with provider or treatment team.
5. To inform staff of any intention not to follow treatment or service plan, or of decision to discontinue services at DPHS.
6. To report any grievances or complaints, following the procedures provided at registration, or provided upon request.

**There are very clear guidelines within DPHS' Guidelines and Expectations that address violence, alcohol and drug use and the possession of weapons.**

1. Violence or the threat of violence will not be tolerated, even in the act of self-defense.
2. Alcohol and/or illicit drug use is not allowed. If we suspect that you are under the influence of alcohol or drugs, you may be asked to leave the agency.
3. The possession of weapons of any kind is not permitted. No weapons or potential weapons are allowed on the property.

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Signature

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Printed Name

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Date