



PATIENT RIGHTS AND RESPONSIBILITIES

Patient Rights

You have the right to:

- Respect, including respect for your cultural and personal values, beliefs, preferences, sexual orientation and gender identity or expression.
- Care that is free from discrimination.
- A safe environment when receiving care, treatment, and services.
- Be given information in a way you can understand.
- Make decisions about your care, including refusing care.
- Informed Consent (understanding risks, benefits, and alternatives for certain treatments).
- Have your privacy protected during treatment.
- Protection of your health and personal information.
- Appoint a person of your choice to be involved in or make decisions about your care.
- A qualified interpreter free of charge.
- Have health care costs explained.
- Choose your health care providers and know their names and qualifications.
- Seek a second opinion regarding your care.
- Seek care from a specialist.
- Know your responsibilities as a patient.
- Make a complaint without affecting your care. Contact us by phone, 208-455-5300 or email, publichealthidaho@phd3.idaho.gov, contact your insurance company, or Idaho Department of Health and Welfare, Bureau of Facility Standards by phone, 208-334-6626.

Patient Responsibilities

It is your responsibility to:

- Notify us if you cannot keep your appointment.
- Provide as accurate information as possible about present medical complaints, past illnesses, hospitalizations, medications and other matters relating to your health.
- Inform us if you receive care from other health care providers.
- Let us know how we are doing with meeting your health care needs.
- Speak up if you do not understand your treatment plan or have concerns about your care.
- Follow your treatment plan and tell us if you think that you cannot follow the plan.
- Accept the outcome if you do not follow your treatment plan.
- Request health information and/or education as needed.
- Be considerate and respectful of the rights and property of other patients, visitors, families and staff.
- Pay the charges for your care or ask for help if you are unable to pay.