Patient Bill of Rights

• Patients have the right to be treated with respect, consideration, and dignity.
• Patients have the right to be provided with appropriate privacy and have the right to approve or deny the presence of an observer during their visit.
• Patients have the right, to the degree known, to have complete information concerning their diagnosis, evaluation, treatment, and prognosis and if it is medically inadvisable to give such information to a patient, the information will be provided to a person designated by the patient or to a legally authorized person.
• Patients are given the right to participate in decisions involving their health care.
• Patients have the right to refuse the plan of care advised by their health care provider, except when such participation is contraindicated for medical reasons.
• Patients have the right to refuse to participate in experimental research.
• Patients have the right to change practitioners.
• Patients have the right to provide UHS an advance directive and have UHS providers and staff comply with the directive.

Patients have the right to make suggestions and express grievances; to receive a personal response to same, if so requested; and to have continued access to care without intimidation, threat, coercion, discrimination, and other retaliatory action. No person will be asked to waive their rights, including the right to file a complaint regarding privacy with the Secretary of Health and Human Services, as a condition of treatment.

• Patients have the right to information on the following: patient conduct and responsibilities; services available at UHS; provisions for after-hours and emergency care; fees for services; payment policies; advance directives, as required by state or Federal law and regulations; provider credentialing; and accurate information regarding the competence and capabilities of the organization.
• Patients have the right under HIPAA Privacy Rules to the following: to request limitations on their medical information; to confidential communications; to inspect and request a copy of their medical information; to request amendment for their medical information; to request accounting disclosures; to request that their health insurance not be billed for services; and to a copy of the Notice of Privacy Practices.

Patient Responsibilities

• Patients have the responsibility to provide accurate and complete information about current and past illnesses, medications including herbal supplements, and other matters pertaining to their health and complete medical history.
• Patients have the responsibility to follow the treatment plan recommended by their practitioner or express concerns regarding their ability to comply.
• Patients have the responsibility to inform the medical staff at UHS of any living will, medical power of attorney, or other directive that could affect their care.
• Patients are responsible for their actions if they refuse treatment or do not follow the practitioner’s instructions.
• Patients have the responsibility of informing the UHS healthcare providers and staff if they do not understand the plan of treatment.

• Patients have the responsibility to arrive as scheduled for appointments and to cancel in advance appointments they cannot keep.
• Patients have the responsibility to become informed of the scope of basic services offered, the costs, and the necessity for medical insurance and to actively seek clarification of any aspect of participation in UHS services and programs (including cost) that is not understood.
• Patients have the responsibility to accept personal responsibility for any charges not covered by their medical insurance.
• Patients have the responsibility to be respectful of all UHS healthcare providers, UHS staff and other patients.
• Patients have the responsibility to provide a responsible adult to transport them home from UHS and remain with them for the indicated period of time, when required by the healthcare provider.