

Patient Rights and Responsibilities

As a patient of Spectra Health, you have the right to:

1. **Courteous Treatment** – Patients have the right to be treated with courtesy, privacy, and respect for their individuality, by employees and persons providing services in this facility.
2. **Appropriate Health Care** – Patients shall have the right to appropriate medical care consistent with Standards of Practice, and personal care based on individual needs. This right is limited where the service is not reimbursable by public or private sources.
3. **Continuity of Care** – Patients shall have the right to be cared for with reasonable regularity and continuity of staff assignment as far as clinic policy and staffing level allows.
4. **Provider Identity** – Patients will be given the name of the provider who has primary responsibility for coordinating their care, and the names and professional relationships of other health care providers who will see them.
5. **Participate in Your Treatment Plan** – Patients shall be given complete and current information concerning their diagnosis, treatment, alternative risks, and prognosis. They shall be given as much information about any proposed treatment or procedure as they may need in order to give informed consent, or to refuse the course of treatment. This information shall be in terms and the language the patient can reasonably be expected to understand. Patients have the right to participate in the development and implementation of their plan of care and actively participate in decisions regarding their care.
6. **Consideration of Cultural/Spiritual Values** – Patients shall have the right to consideration of their cultural and spiritual values when receiving treatment.
7. **Refuse Treatment** – Patients shall have the right to refuse treatment based on the complete information given to them regarding their condition. Patients who refuse treatment, medication, or dietary restrictions shall be informed of the likely medical or major psychological results of the refusal, with documentation of refusal occurring in the patient's medical record.
8. **Review Own Medical Record** – Patients shall have the right to access information contained in their medical record within a reasonable timeframe by submitting a written request to Spectra Health (a fee may apply).
9. **Privacy & Confidentiality** – Patients shall be assured of confidential treatment of all communications and records pertaining to their care. A Patient's written permission will be obtained before their health records can be made available to anyone not directly concerned with their care. This right does not apply as required by complaint investigations, accreditation survey activities, as required by third party payment contracts, or where otherwise provided by law.
10. **Determine Participation in Experimental Research** – Written, informed consent must be obtained prior to a patient's participation in experimental research. Patients have the right to refuse participation.
11. **Freedom from Abuse** – Patients have the right to be free from mental and physical abuse. "Abuse" means any act which constitutes assault, sexual exploitation or sexual criminal conduct, or the intentional and non-therapeutic infliction of pain or injury, or any persistent course of conduct intended to produce mental or emotional distress.
12. **Formulate Living Wills & Durable Power of Attorney** – Patients have the right to formulate advance directives regarding their health care and have staff and practitioners who provide care in this facility comply with these directives to the extent provided by state laws and regulations.

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Patient Rights continued:

13. **Financial Information** – Patients have the right to information regarding charges for services they receive and payment methods available to them.
14. **Grievance Process** – Patients have the right to be advised of the clinic’s grievance process should they wish to communicate a concern regarding the quality of care they received.

Patients of Spectra Health have the responsibility:

1. **To Provide Complete Information** – Patients have the responsibility of providing accurate and complete information concerning present complaints, medications, allergies, past illnesses, hospitalizations, and other matters relating to their health.
2. **To Report Changes in Condition** – Patients have the responsibility of reporting perceived risks in their care and unexpected changes in their condition to their healthcare provider.
3. **To Understand Their Treatment** – Patients are responsible for making it known whether they clearly understand their health condition, results of tests and procedures, orders for medication, the course of their treatment, and how they are expected to participate in their treatment plan.
4. **To Follow Their Treatment Plan** – Patients are responsible for following the treatment plan established together with their healthcare provider.
5. **To Keep Appointments** – Patients are responsible for keeping appointments and for notifying the health center when they are unable to do so. Patients that regularly miss appointments will be prevented from scheduling future appointments based on departmental policies where the missed appointments occur. Patients will be informed of no-show policies when scheduling appointments in Spectra Health departments.
6. **For Their Own Actions** – Patients are responsible for their own actions should they refuse treatment or not follow their healthcare provider’s advice.
7. **For Consideration of Others** – Patients are responsible for being considerate of the rights of other patients and health center personnel.
8. **For Financial Obligation** – Patients are responsible for assuring that their financial obligation to the health center is fulfilled as promptly as possible. Patients with outstanding balances may be required to meet with Spectra Health staff to make payment arrangements prior to future appointments being scheduled.

All Patient Rights & Responsibilities apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.

Please continue reading for Spectra’s Zero-Tolerance Statement

ZERO TOLERANCE STATEMENT

Zero Tolerance: Spectra Health will not accept any form of abuse, harassment, or acts of violence of any kind that pose a threat to the safety or well-being of Spectra Health staff, other patients, or visitors to the health center. Such behaviors that are a violation of Spectra Health's Zero Tolerance Policy and grounds for dismissal from services include:

- **Abuse:** Abuse means behavior that poses an immediate threat to the safety or well-being of others, or behavior that creates fear for one's immediate safety. Abuse includes verbal attacks, such as shouting, screaming, or repeated use of obscenities; coercion; or physical threats towards a person.
- **Harassment:** Harassment means unwanted, uninvited, and unwelcome behavior towards another person. Harassment includes unrelenting verbal and/or physical gestures towards another person.
- **Sexual Harassment:** Sexual harassment means engaging in unwanted verbal or non-verbal conduct that is sexual in nature. Sexual harassment can include statements of a sexual nature, unwanted physical contact, or repeated requests for a sexual relationship. **Spectra Health staff are prohibited from establishing sexual relationships of any kind with Spectra Health patients.**
- **Violence:** Violence includes all acts of assault or aggression that may be perceived as immediately threatening or potentially harmful to a person or the facility. Violence includes use of, or threats to use, a gun or weapon; hitting, spitting, or throwing objects at others; use of, or threats to use, a bomb or other explosive device; throwing objects or forcefully controlling another against their will.
- **Illegal Acts:** Illegal acts include any criminal activity that impacts Spectra Health. Illegal acts include vandalism of Spectra Health property or equipment; theft of Spectra Health, or Spectra Health employee, property; prescription forgery; or violent acts committed on Spectra Health premises.

A patient's repeated failure or inability to comply with the rules of Spectra Health, or a patient's violation of items listed in the Zero Tolerance statement can result in a termination of the patient/provider relationship. Termination of the patient/provider relationship may be based on a single act or a combination of acts. The termination of this relationship may include a permanent ban from Spectra Health premises and services.

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