



# Patient's Bill of Rights and Responsibilities

All persons obtaining care in this medical/dental treatment facility are entitled to certain rights and also subject to certain responsibilities. The observance of these rights and responsibilities, by both patients and facility personnel, is vital to the assurance that patient care and services are delivered in an appropriate and efficient manner.

If at any time, you believe your rights are being compromised, please bring it to the attention of your Primary Care Manager or a Patient Advocate. Patient Advocates are designated individuals in each clinic who can help with patient suggestions or concerns. The 59th Medical Wing Patient Advocates are located on the first floor in Rooms 1E22 and 1E23. Their phone numbers are (210) 292-6688 and 292-7827.

The Patient Bill of Rights and Responsibilities is intended to accomplish three major goals: Strengthen patient confidence by assuring fair and responsive healthcare and an effective mechanism to address patients' concerns; Create strong doctor/patient relationships; and Reaffirm patients' role in safeguarding their own health.

## YOUR RIGHTS AS A PATIENT

1. **MEDICAL CARE.** Patients have the right to quality care and treatment that is consistent with available resources and generally accepted standards, including access to specialty care and to pain assessment and management.
2. **RESPECTFUL TREATMENT.** Patients have the right to considerate and respectful care, with recognition of personal dignity, psychosocial, spiritual, and cultural values and belief systems.
3. **PRIVACY AND SECURITY.** Patients have rights, defined by Federal law, to reasonable safeguards for the confidentiality, integrity, and availability of their protected health information, and similar rights for other personally identifiable information, in electronic, written, and spoken form. These rights include the right to be informed when breaches of privacy occur, to the extent required by Federal law.
4. **PROVIDER INFORMATION.** Patients have the right to receive information about the individual(s) responsible for, as well as those providing care, treatment, and services. The Medical Treatment Facility (MTF) may inform the patient of the names, and as requested, the professional credentials of the individual(s) with primary responsibility for, as well as those providing treatment, and services.
5. **EXPLANATION OF CARE.** Patients have the right to an explanation concerning their diagnosis, treatment, procedures, and prognosis of illness in terms that are easily understood. The specific needs of vulnerable populations in the development of the patient's treatment plan shall be considered when applicable. Such vulnerable populations shall include anyone whose capacity for autonomous decision making may be affected. When it is not medically advisable to give such information to the patient due to vulnerabilities or other circumstances, the information should be provided to a designated representative.
6. **INFORMED CONSENT.** Patients have the right to any and all necessary information in non-clinical terms to make knowledgeable decisions on consent or refusal for treatments, or participation in clinical trials or other research investigations as applicable. Such information is to include any and all complications, risks, benefits, ethical issues, and alternative treatments as may be available.
7. **FILING GRIEVANCES.** Patients have the right to make recommendations, ask questions, or file complaints to the MTF Patient Relations Representative.
8. **RESEARCH PROJECTS.** Patients have the right to know if the MTF proposes to engage in or perform research associated with their care or treatment. The patient has the right to refuse to participate in any research projects.
9. **SAFE ENVIRONMENT.** Patients have the right to care and treatment in a safe environment.
10. **MTF RULES AND REGULATIONS.** Patients have the right to be informed of the facility's rules and regulations that relate to patient or visitor conduct.
11. **TRANSFER AND CONTINUITY OF CARE.** When medically permissible, a patient may be transferred to another MTF only after he or she has received complete information and an explanation concerning the needs for and alternatives to such a transfer.
12. **CHARGES FOR CARE.** Patients have the right to understand the charges for their care and their obligation for payment.
13. **ADVANCE DIRECTIVE.** Patients have the right to make sure their wishes regarding their healthcare are known even if they are no longer able to communicate or make decisions for themselves. NOTE: Separate informational brochures are available covering Advance Directives and information on appeal rights. Please ask your healthcare provider or clinic staff for this information.

## YOUR RESPONSIBILITIES AS A PATIENT

1. **PROVIDING INFORMATION.** Patients are responsible for providing accurate and complete information about complaints, past illnesses, hospitalizations, medications, and other matters relating to their health to the best of their knowledge. Patients are responsible for letting their healthcare provider know whether they understand the diagnosis, treatment plan, and expectations.
2. **RESPECT AND CONSIDERATION.** Patients are responsible for being considerate of the rights of other patients and MTF healthcare personnel. Patients are responsible for being respectful of the property of other persons and of the MTF.
3. **ADHERENCE WITH MEDICAL CARE.** Patients are responsible for adhering to the medical and nursing treatment plan, including follow-up care, recommended by healthcare providers. This includes keeping appointments on time and notifying MTF when appointments cannot be kept.
4. **MEDICAL RECORDS.** Patients are responsible for returning medical records promptly to the MTF for appropriate filing and maintenance if records are transported by the patients for the purpose of medial appointments, consultations, or changes of duty location. All medical records documenting care provided by any MTF are the property of the U.S. Government.
5. **MTF RULES AND REGULATIONS.** Patients are responsible for following MTF rules and regulations affecting patient care and conduct.
6. **REFUSAL OF TREATMENT.** Patients are responsible for their actions if they refuse treatment or do not follow the practitioner's instructions.
7. **HEALTHCARE CHARGES.** Patients are responsible for meeting financial obligations incurred for their healthcare as promptly as possible.

**INTERPRETER SERVICES:**  
Your Healthcare Provider or Medical/Dental Staff Member will arrange for interpreter services as needed

**SERVICIO DE TRADUCCIÓN:**  
Un miembro de nuestro personal médico o dental le conseguirá un traductor si usted lo necesita

59MDWVA 41-107, 14 August 2014 Page 1 of 2, Certified Current on 25 August 2016  
Supersedes 59 MDWVA 41-107, 9 April 2014  
Releasibility: There are no releasibility restrictions on this publication. Per: AFI 41-210, DoDI 6000.14 OPR: 59 MDSS/SGSBTA

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*If at any time, you believe your rights are being compromised, please bring it to the attention of your Primary Care Manager or Patient Advocate.*

## **As a valued patient at Wilford Hall Ambulatory Surgical Center, you have the right to...**

- Quality medical care
- Considerate and respectful care
- Have the privacy of your health information protected
- Receive information about the individual(s) providing your care
- Have your diagnosis, treatment, and procedures explained to you
- All information for you to make a decision about your care
- Make recommendations, ask questions, or file complaints to the Clinic or Wing Patient Advocate
- Refuse participation in any research projects
- Have a safe health care environment
- Be informed of the facility's rules and regulations
- Receive complete information concerning the need to transfer you to another facility, if applicable
- Understand the charges for care and your obligation for payment for services
- Make your wishes known through an Advance Directive

## **As our patient, you are responsible to...**

- Provide accurate and complete information about your medical history, medications, illnesses, etc.
- Be respectful of clinic personnel, other individuals' property, and the facility
- Adhere to the medical and nursing treatment plan
- Return any medical records promptly to the clinic for filing and maintenance
- Follow all clinic rules and regulations
- Be responsible for your actions, in the case where you refuse treatment or do not follow your care plan
- Meet all financial obligations for services