



# Notice of Patient Rights

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## PATIENT RIGHTS

At The Center for Cancer and Blood Disorders, we believe that the protection and support of the basic human rights of freedom of expression, decision and action are important to the healing and well-being of our patients. Therefore, we strive to treat patients with respect and with full recognition of human dignity. Decisions regarding health care treatment will not be based on race, creed, sex, national origin, age, disability or sources of payment. As a patient of The Center for Cancer and Blood Disorders, you have the right to:

1. Be fully informed, in advance, about care/services to be provided to you, including the scope of planned care/services and any specific limitations, as well as the expected frequency of visits.
2. Be informed of your financial responsibility for care/services.
3. Participate in the development and periodic revision or modification of your plan of care.
4. Refuse care/services or treatment after being fully presented the consequences of refusing care/services or treatment.
5. Receive information about the creation of Advanced Directives upon request.
6. Be treated with respect, consideration and recognition of your dignity and individuality.
7. Be able to properly identify personnel members.
8. Be free from mistreatment, neglect or verbal, mental, sexual and physical abuse.
9. Voice grievances/complaints regarding treatment of care or lack of respect to your property.
10. Recommend changes in policy, personnel or care/service without discrimination or reprisal.
11. Have your records and communications treated as confidential. You will receive a separate "Notice of Privacy Practices" that explains your privacy rights in detail and how we may use and disclose your protected health information.
12. Receive appropriate care without discrimination in accordance with your providers' orders.
13. To have your family take part in your care decisions with your express permission.
14. To request and/or be provided with language assistance i.e., interpreter services, if you have a language barrier or hearing impairment. This will be provided at no cost to you to help you actively participate in your care.



15. Be fully informed of your responsibilities.

### PATIENT RESPONSIBILITIES

Your contribution to your health care is vital, and you can be involved in the health care process by fulfilling certain responsibilities. As a patient, you or your designated representative (if you have one) have a responsibility to:

1. Submit forms, insurance cards or other documents that are necessary to receive services or care from The Center for Cancer and Blood Disorders.
2. Keep appointments scheduled with your healthcare provider. If you need to cancel an appointment, you should do so promptly with at least 24 hours before your appointment time, when possible.
3. Provide accurate medical, pharmacy and contact information and any changes to such information:
  - Provide, to the best of your ability, accurate and complete information about your present condition, past illnesses, hospitalizations, medications and other matters related to your health, including information about home and work that may impact your ability to follow the proposed treatment.
  - Tell your care team if you have an Advanced Directive and the intent it contains.
  - Notify your care team of any potential side effects and/or complications that you experience.
  - Tell your caregivers about any changes in your health.
4. Maintain any equipment provided to you by The Center for Cancer and Blood Disorders, if applicable.
5. Notify The Center for Cancer and Blood Disorders staff of any concerns about the care or services provided.
  - Ask questions so that you may understand your health problems and what to reasonably expect during your treatment.
  - Ask questions if you do not understand or need more information.
6. Make Informed Decisions
  - If you are unable to make decisions about your care, your legally appointed decision-maker has a responsibility to make healthcare decisions that are consistent with your values and life goals.
7. Participate in your care and follow the instructions for taking medication as directed.
8. Follow the mutually agreed to treatment plan developed with your provider.
  - Express any concerns about your ability to understand or comply with a proposed course of treatment.



- You are responsible for the outcomes if you refuse treatment or do not follow your care provider's instructions.
- Remain adherent to your treatment plan and work with The Center for Cancer and Blood Disorders care team to address any obstacles that may prevent you from following your care plan.

9. Accept Financial Responsibilities

- Provide information necessary for claims processing and maintain personal and financial integrity with respect to healthcare services provided on your behalf.
- Meet your financial responsibility for any amounts required by your insurance carrier for any care or services not covered by your insurance.

10. Support The Center for Cancer and Blood Disorders policies that apply to patient care and conduct:

- Treat all patients, visitors and staff of The Center for Cancer and Blood Disorders with courtesy and respect. Follow rules and safety regulations of The Center and be mindful of noise levels, privacy and the number of visitors.
- Respect the privacy and confidentiality of other patients.
- Refrain from using a smart device to record your experience in audio, video or photography format in The Center for Cancer and Blood Disorders without the consent of everyone involved including The Center's physicians, nurses and other staff.
- Express any needs you may have, so we can provide reasonable accommodation.
- Inform the healthcare team when you have issues or concerns related to your safety.