

In recognition of our responsibility in rendering patient care, these rights and responsibilities are affirmed in the policies and procedures of Solvera Healthcare Center, Inc. (SHCC)

The Patient Has The *Right*

To be treated with courtesy and respect, with appreciation of his or her individual dignity, and with protection of his or her need for privacy

To prompt and reasonable response to questions and requests.

To know who is providing medical services and who is responsible for his or her care

To know what patient support services are available, including whether an interpreter is available if he or she does not speak English.

To know what rules and regulations apply to his or her conduct.

To be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.

To refuse treatment, except as otherwise provided by law.

To be given, upon request, full information, and necessary counseling on the availability of known financial resources for his or her care.

To know, upon request and in advance of treatment, whether the health care provider or health care facility accepts the Medicare assignment rate.

To receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.

To receive a copy of reasonably clear and understandable, itemized bill and, upon request, to have charges explained.

To receive impartial access to medical treatment or accommodations, regardless of race, national origin, religion, physical handicap, or source of payment.

To receive treatment for any emergency medical condition that will deteriorate from failure to provide treatment.

To know if medical treatment is for purposes of experimental/research and to give his or her consent or refusal to participate in such experimental research.

To express grievances regarding any violation of his or her rights, as stated in Illinois law, through the grievance procedure of the health care provider or health care facility, which served him or her, and to the appropriate state-licensing agency.

To participate in decisions involving their health care, unless contraindicated by concerns for their health.

To appropriate assessment and management of pain.

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A Patient Is Responsible

For providing Solvera Healthcare Center, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his or her health.

For reporting unexpected changes in his or her condition to the health care provider.

For reporting to the health care provider whether he or she comprehends a contemplated course of action and what is expected of him or her.

For following the treatment plan recommended by the health care provider.

For consideration and respect of SHCC staff and property

For keeping appointments and when he or she is unable to do so for any reason, for notifying the health care facility.

For his or her actions if he or she refuses treatment or does not follow the health care provider's instructions.

For assuring that the financial obligations of his or her health care are fulfilled as promptly as possible.

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For following facility rules and regulations affecting patient care and conduct.

For asking what to expect regarding pain, pain management and other options available.