

# PATIENT RIGHTS & RESPONSIBILITIES



## **PATIENT RIGHTS:**

Sante Health Partners, LLC and medical staff have adopted the following list of patient rights. This list shall include, but is not limited to, the patient's right to:

- 1) Considerate and respectful care, and to be made comfortable. You have the right to respect for your personal values and beliefs.
- 2) Know the name of the physician who has primary responsibility for coordinating your care, and the names and professional relationships of other physicians and non-physicians who will see you.
- 3) Receive information about your health status, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand.
- 4) Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment.
- 5) Request or refuse treatment, to the extent permitted by law.
- 6) Be advised if the facility or physician proposes to engage in or perform human experimentation affecting your care or treatment.
- 7) Reasonable responses to any reasonable requests made for service.
- 8) Appropriate assessment and management of your pain, information about your pain, pain relief measures, and to participate in pain management decisions.
- 9) Formulate advance directives.
- 10) Have your personal privacy respected.
- 11) Confidentiality in all aspects of your care.
- 12) Receive care in a safe setting, free from verbal or physical abuse or harassment.
- 13) Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience, or retaliation by the staff.
- 14) Reasonable continuity of care.
- 15) Be informed by the physician, or a delegate of the physician, of continuing health care requirements following discharge.
- 16) Designate visitors of your choosing. However, a health facility may establish reasonable restrictions upon visitation.
- 17) Examine and receive an explanation of the facility's bill regardless of the source of payment.

18) Exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation or marital status or the source of payment for care.

19) To change primary or specialty physicians or practitioners if qualified personnel are available.

20) File a formal grievance in writing to:

Sante Health Partners, LLC

Facility Director: Dr. Ashraf Elsayegh

Phone: (213) 373-5442

Email: claudia@santehealthpartners.com

Address: 2080 Century Park East Suite 500

Los Angeles, CA 90067

## **PATIENT RESPONSIBILITIES:**

The care a patient receives depends partially on the patient himself. Therefore, in addition to these rights, a patient has certain responsibilities as well. These responsibilities shall be presented to the patient in the spirit of mutual trust and respect.

- The patient has the responsibility to provide accurate and complete information concerning his/her present complaints, past medical history, and other matters relating to his/her health.
- The patient is responsible for making it known whether he/she clearly comprehends the course of his/her medical treatment and what is expected of him/her.
- The patient is responsible for following the treatment plan established by his/her physician, including the instructions of nurses and other health professionals, as they carry out the physician's orders.
- The patient is responsible for keeping appointments and for notifying Sante Health Partners, LLC or physician when he/she is unable to do so.
- The patient is responsible for his/her actions should he refuse treatment or not follow his/her physician's orders.
- The patient is responsible for assuring that the financial obligations of his/her care are fulfilled as promptly as possible.
- The patient is responsible for following facility policies and procedures.
- The patient is responsible for being considerate of the rights of other patients and facility personnel.
- The patient is responsible for being respectful of his/her personal property and that of other persons in the facility.