



DOD Patient Bill of Rights and Responsibilities

PATIENT RIGHTS

MEDICAL CARE.

You have the right to get quality care and treatment that follows accepted medical standards. This includes access to specialist care and proper pain management.

RESPECTFUL TREATMENT.

You have the right to be treated with care and respect. Your personal dignity, beliefs, and cultural values should be recognized.

PRIVACY AND SECURITY.

Your personal health information must be kept private and secure. Federal law protects your information, and you will be informed if your privacy is breached.

PROVIDER INFORMATION.

You have the right to know the names and qualifications of the people who are taking care of you. The hospital can provide this information if you ask.

EXPLANATION OF CARE.

You have the right to a clear explanation in simple language of your diagnosis, treatment, procedures, and what to expect from your illness. If you don't understand or can't make decisions, a trusted representative can receive the information on your behalf.

INFORMED CONSENT.

Before any treatment, research, or clinical trial, you must be given all the necessary information in simple terms. This includes risks, benefits, possible problems, and alternative options, so you can make an informed decision.

FILING GRIEVANCES.

You have the right to share suggestions, ask questions, or file a complaint with the facility's Patient Relations Representative or with the Patient Relations office. If your concerns are not resolved, you have the right to contact The Joint Commission at 1-800-994-6610.

RESEARCH PROJECTS.

You have the right to know if the facility plans to participate or perform research related to your care. You may choose not to participate in any research project.

SAFE ENVIRONMENT.

You have the right to get care in a safe environment.

FACILITY RULES.

You have the right to be informed about the facility's rules and guidelines that affect patients and visitors.

TRANSFER AND CONTINUITY OF CARE.

If a transfer to another facility is needed, you have the right to receive information about why the transfer is necessary and what your options are.

CHARGES FOR CARE.

You have the right to understand all charges for your care and your payment responsibilities.

ADVANCE DIRECTIVE.

You have the right to ensure your healthcare wishes are known, even if you can no longer communicate or make decisions for yourself.

PATIENT RESPONSIBILITIES

PROVIDING INFORMATION.

You are responsible for giving complete and accurate information about your health history, including past illnesses, hospital stays, medications, and any health issues. Let your healthcare provider know if you don't understand your diagnosis or treatment plan.

RESPECT AND CONSIDERATION.

You should treat other patients and healthcare staff with respect. You are responsible for being respectful of other people's and the facility's property.

FOLLOWING MEDICAL CARE.

It's your responsibility to follow the treatment plan and instructions given by your healthcare providers. This includes keeping appointments on time and notifying the facility if you can't make your appointment.

MEDICAL RECORDS.

If you take your medical records to appointments or other facilities, you must return them promptly to the facility for proper filing. Note that all records from your care are the property of the U.S. Government.

FOLLOWING FACILITY RULES.

You are responsible for following the rules and guidelines set by the facility regarding patient care and behavior.

REFUSAL OF TREATMENT.

If you decide to refuse treatment or do not follow your provider's advice, you are responsible for the outcomes of those decisions.

PAYING FOR HEALTHCARE.

You are responsible for paying your healthcare bills in a timely manner.

