



**KETCHUM
HEALTH**
University Eye Center

Patient Bill of Rights and Responsibilities

Patient Rights

As a patient you have the right to:

- Be treated with courtesy and respect for your cultural, psychosocial, spiritual and personal values, beliefs and preferences, and receive impartial access to medical treatment or accommodation regardless of race, national origin, religion, gender, sexual orientation, marital status, physical handicaps or sources of payment;
- A prompt and reasonable response to questions and requests; receive information about your health status, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes, if applicable) in terms you can understand;
- Expect your protected medical information to be handled confidentially, following strict privacy and security protocols;
- Know who is providing medical services and who is responsible for your care;
- Know what patient support services are available, including access to interpreters, translators and resources for the disabled;
- Treatment for any emergency medical condition that will deteriorate from failure to provide treatment;
- Expect a reasonable continuity of care. You have the right to know, in advance, what appointment times and services are available and for what services;
- Refuse any treatment, except as otherwise provided by law, and to be fully informed of the probable consequences of your action;
- Know if medical treatment is for a clinical trial and to give your informed consent or refusal to participate in experimental research;
- Receive, upon request, prior to treatment, a reasonable estimate of charges for medical care;
- Receive, upon request, information and counselling on the availability of known financial resources for your care;
- Know, upon request, in advance of treatment, whether the health care provider or facility accepts the Medicare assignment rate if you are eligible for Medicare;
- Receive, upon request, a copy of a reasonably clear and understandable itemized bill and to have the charges explained;
- File a complaint. If you want to file a complaint, you may do so by calling 714-449-7401 or in writing to Ketchum Health, 5460 E. La Palma Ave., Anaheim, CA 92807.

Patient Responsibilities and Code of Conduct

As a patient, you are responsible for:

- Providing accurate and complete information about present physical complaints, past illnesses, hospitalizations, medications, and other matters relating to your health;
- Reporting unexpected changes in your condition to your doctors, interns or Ketchum Health staff, when appropriate and possible;
- Asking questions if you do not understand your treatment or what is expected of you;
- Following the treatment plan recommended and agreed upon by you and the Ketchum Health staff doctors and interns;
- Your actions. If you refuse treatment or do not follow the health care provider's instructions and the outcome for the recommended treatment or care is adverse due to these actions or lack of action;
- Keeping appointments and, when you are unable to do so for any reason, for notifying the Ketchum Health staff;
- Assuring that the financial obligations of your health care are fulfilled as promptly as possible;
- Providing accurate insurance and payment information to the Ketchum Health staff at the time of registration or service;
- Being considerate and respectful of the rights of other patients and Ketchum Health staff, and assist in the control of noise and the number of visitors accompanying you.
- Being respectful of the property of other persons. Not using abusive language, including profanity, angry shouting, negative comments, or jokes or slurs that demean or are hurtful to patients or staff.