Patient’s Rights & Responsibilities

Participation in Treatment Decisions: Disclosure

Patient’s have the right to:

- Participate in decision about your care
- Set the course of your treatment
- Refuse treatment

To make informed decisions about treatment, patients will be given full and accurate information in a manner that you can understand.

Respect, Safety, and Nondiscrimination: Respect

Patient’s have the right to respectful care.

Respect means valuing the patient’s

- Needs
- Desires
- Feelings
- Ideas

DOC will respect the patient’s

- Cultural and personal values, beliefs, and preferences
- Right to privacy
- Right to effective communication
- Right to pain management

Respect, Safety, and Nondiscrimination: Respect Into Action

We put our respect for patient rights into action by:
• Treating each patient in a respectful manner that supports his or her dignity
• Involving each patient in his or her care, treatment, and services
• Accommodating religious or other spiritual services

We treat patients with common courtesy. For example:

• Knock and wait before entering a patient’s room.
• Respond politely to patients
• Listen to patients
• Remain compassionate.

**Respect, Safety, and Nondiscrimination: Safety**

Patients have the right to safety and security.

We do our part to ensure a safe environment of care for our patients.

We have rigorous policies for:

• Environmental safety
• Infection Control
• Security

We will also report to proper authorities if:

• We think a patient may be a victim of abuse
• A patient asks for protection from abuse.

**Respect, Safety, and Nondiscrimination: Nondiscrimination**

All patients have the right to fair and equal healthcare.

This true regardless of:

• Race
• Ethnicity
• National origin
• Religion
• Political affiliation
• Level of education
• Place of residence or business
• Age
• Gender
• Marital status
• Personal appearance
• Mental or Physical disability
• Sexual orientation
• Genetic information
• Source of payment

**Grievances**

Patients have the right to complain about the quality of their care. Although at DOC we attempt to perform flawlessly, problems occur. Common causes for complaints include:

• Wait times
• Operating times
• Conduct of staff
• Adequacy of staff

Many patients complaints can and will be addressed quickly. Please contact us with any concerns and we will endeavor to take care of all concerns expediently.