

PATIENT RIGHTS AND RESPONSIBILITIES

APPROVED BY: Leadership

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DATE(S) REVISED:

ACHC STANDARD: DRX2-2A

Southwest Family Medical will Protecting and promoting patient rights. Southwest Family Medical provides a copy of Patient Rights and Responsibilities to each patient/caregiver in writing or via the website (for patients who can access the website) prior to or at the initiation of service. Patient Rights and Responsibilities shall be discussed with the patient and/or the patient's family and/or other responsible party, with documentation of receipt and understanding of the information. Copies of the Patient Rights and Responsibilities will be made available to anyone requesting a copy.

The Patient Rights include the following:

- Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care/service.
- Be informed, in advance of care/service being provided and their financial responsibility
- Receive information about the scope of services that the organization will provide and specific limitations on those services
- Participate in the development and periodic revision of the plan of care/service
- Refuse care/service or treatment after the consequences of refusing care/service or treatment are fully presented
- Be informed of patient rights under state law to formulate an Advanced Directive, if applicable
- Have one's property and person treated with respect, consideration, and recognition of patient dignity and individuality
- Be able to identify visiting personnel members through proper identification
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property
- Voice grievances/complaints regarding treatment or care or lack of respect of property, or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal
- Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated
- Confidentiality and privacy of all information contained in the patient record and of Protected Health Information (PHI)
- Be advised on the agency's policies and procedures regarding the disclosure of clinical records
- Choose a healthcare provider, including an attending physician, if applicable
- Receive appropriate care without discrimination in accordance with physician's orders, if applicable
- Be informed of any financial benefits when referred to an organization
- Be fully informed of one's responsibilities

Southwest Family Medical distributes a statement of patient responsibilities that includes, but is not limited to:

- Patient submits forms that are necessary to receive services.
- Patient provides accurate medical and contact information and any changes.
- Patient notifies the treating provider of participation in the services provided by the company.
- Patient notifies the company of any concerns about the care or services provided.
- Patient maintains all equipment provided.

For a minor or a patient needing assistance in understanding these rights, both the patient and the parent, legal guardian, or other responsible person must be fully informed of these rights. In the event that the patient is judged incompetent, the patient's designated representative is authorized to exercise the patient's rights. Southwest Family Medical will assist patients who cannot read or who need a statement in a different language.

All employees will understand and be able to discuss Patient Rights and Responsibilities with the patient and caregiver(s). Each staff member will receive training during orientation and attend annual education on Patient Rights and Responsibilities.

A copy of the DMEPOS Supplier Standards or the CMS approved "notice of the Supplier Standards and where they can be found online" is provided to the patient in writing or via the website (for patients who can access the website) prior to or at the initial receipt of product/service.