

## Patient Rights and Responsibilities

### **A patient presenting to Comprehensive Sleep Solutions has the right to expect:**

- To be treated with courtesy and respect;
- Reasonable access to care that is timely;
- Receive appropriate and professional care in accordance with physician orders;
- Care that is considerate and respectful of one's cultural, psychosocial, spiritual and personal values, beliefs and preferences appropriate to the medical condition;
- To be informed about and participate in decisions regarding one's care and any treatment alternatives that are available;
- To participate in the decision making process during the course of one's care including issues of conflict resolution;
- Be admitted for service only if the health care provider has the ability to provide safe and professional care at the level of intensity needed;
- Security, personal privacy and confidentiality of information;
- Receive information necessary to give informed consent prior to the start of any testing or treatment;
- Refuse treatment within the confines of the law and to be informed of the consequences of the action;
- To designate a spokesperson in the event of an incapacitating illness and if he/she becomes unable to participate in or understand a proposed treatment or procedure or is unable to communicate personal wishes regarding care;
- To access protective services as the need may arise;
- To receive adequate information about the person(s) responsible for your care while in the sleep lab and involved in your care and treatment.
- To have end-of-life decisions honored in accordance with law and regulation;
- To be free from mental, physical, sexual and verbal abuse, neglect or exploitation.

### **In exchange, healthcare professionals have the right to expect that the patient will:**

- Follow the plan of care recommended by the physician and members of the healthcare team and agreed upon with the patient as a participant in that decision;
- Provide accurate and complete information about all matters pertaining to the healthcare of the patient and be an active participant in the healthcare plan developed;
- Be reasonable in demands and expectations of the healthcare team;
- Respect the privacy of other patients and maintain confidentiality of any medical information about other patients you may come to know in the course of treatment;
- Be considerate of other patients and encourage visitors to be considerate, particularly with regard to the restricted environment;
- Notify the physician or technologist if the patient does not understand the diagnosis, treatment or prognosis;
- Advise the physician, technologist, patient representative, or customer service representative of any dissatisfaction the client/patient may have with regard to the medical care given or any treatment provided by representatives of Comprehensive Sleep Solutions;
- To accept responsibility of all financial commitments agreed upon;
- Accept the consequences associated with refusal of the recommended medical plan of care.

