

Patient Rights & Responsibilities

It is our policy, at Chester Family Medicare, to care for patients regardless of race, gender, gender identity, ethnicity, religious beliefs, age, sexual orientation, disability or the ability to pay. We believe in acknowledging each patient's rights, clarifying patient responsibilities and creating a community of care among our professional health care staff. We consider our patients to be partners in their health care.

Patients at our facility have the right to:

- Receive care in a safe setting that is appropriate to their needs.
- Receive care that is both respectful of their personal beliefs and consistent with the mission and values of Chester Family Medicare.
- Have their pain assessed and treated in a manner respectful of their individual needs and wishes.
- Know the identity and professional status of the individuals directly responsible for their care.
- Receive clear and easy-to-understand information about diagnoses, treatment plans, prognoses and participation in investigational studies/clinical trials prior to any procedure or treatment.
- Be informed of the medical consequences related to their decisions.
- Participate in the resolution of ethical questions that may arise during the course of their care.
- Make an advance directive (a living will), designate someone to make choices about their medical care for them, or include/exclude family members who would be able to make medical conditions.
- Have a representative of their choice accompany them during the examination, and to be notified of their assessment and treatment plan.
- Review their medical records with their physician and have the information explained.
- Request a second opinion about their diagnosis or treatment plan.
- Change physicians during the course of their treatment.
- Expect that communications and records concerning their care will be treated in a confidential manner unless they have given permission to release information, or reporting is required or permitted by law.
- Know the hospital rules and regulations that affect their behavior and the behavior of their family and visitors.
- Know what resources exist if they have questions or concerns about their care or need prompt resolution of a grievance. They may contact Patient Advocacy at the following hospital locations:

Patient Advocacy: [804-796-2373 ext 102](tel:804-796-2373) or Email: gary.nolte@chesterfamilymedcare.com
Or call The Virginia Department of Quality Healthcare Services and Consumer Protection
[\(1-800-955-1819\)](tel:1-800-955-1819) 3600 W. Broad St., Suite 216, Richmond, Virginia, 23230.

Access protective services as provided by the law.

- Participate in their treatment planning.
- Have their bill explained to them regardless of source of payment.

Patients have the responsibility to:

- Provide information about their health, including past illnesses, allergies, hospital stays, medications, advance directives and any need for special equipment or assistive devices.
- Ask questions when they do not understand information and instructions and accept the consequences of their decisions based on the information and instructions given to them.
- Follow rules and regulations, show respect and consideration toward other patients, staff persons, and buildings and grounds of this facility.
- Meet their financial commitments.