PATIENT
BILL OF RIGHTS

At SCH, you have a right to:

- A reasonable response to your requests for treatment, within the scope of the organization's mission, capacity and regulations.
- Considerate and respectful care.
- Know who is providing your care.
- Confidential treatment.
- Approve or prohibit the release of any disclosures or records, except when release is required by law.
- Information about your diagnoses, treatments and prognosis that will help you to make informed decisions regarding your care.
- Participate in decisions about the intensity and scope of your treatment.
- Consideration of your psychosocial, spiritual and cultural values, and ethical issues that arise in your care.
- Accept or refuse medical care and treatment, to the extent permitted by law, and be informed of the medical consequences.
- Request a good faith estimate expected charges for your visit.
- Be informed of investigational studies, research, or educational activities related to care.
- Be made aware of advanced directives and how this organization will respond to such advance directives.
- Designate a surrogate health care decision-maker who can exercise your rights for you if you have been medically or legally determined to be unable to participate yourself.

At SCH, you have a responsibility to:

- Be truthful and express your concerns clearly.
- Provide a complete medical history, to the extent possible.
- Request information or clarification about your health status or treatment when you do not fully understand what has been described.
- Cooperate with the treatment plan agreed upon.
- Take personal responsibility for a healthy lifestyle.
- Make your wishes known to your provider regarding end-of-life decisions.
- Meet your financial obligations with regard to medical care.
- Be respectful of other patients and staff members by refraining from behavior that unreasonably places the health and well-being of others at risk.
- Be considerate of other patients and staff members by honoring your appointment time.
- Avoid initiating or participating in fraudulent health care activities.

SCH
Shenandoah
Community Health