

## Shenandoah Valley Medical System, Inc. 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
- ❖ 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

## **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