

PATIENT RIGHTS & RESPONSIBILITIES



NORTH EAST
MEDICAL SERVICES
東北醫療中心

As a valued member and patient of North East Medical Services (NEMS), you have the **RIGHT** to:

ACCESS TO CARE

- Receive reasonable access to care.
- Know the time and location of appointments in advance.

CONSIDERATE AND RESPECTFUL CARE

- Receive considerate and respectful care regardless of your race, color, creed, religion (e.g., religious dress and grooming practices), age (e.g., those over 40), sex/gender (e.g., sex characteristics, intersex traits, pregnancy, childbirth, breastfeeding and/or related medical conditions), gender identity, gender expression, sexual orientation, sex stereotypes, marital status, medical condition (e.g., genetic characteristics, cancer or a record or history of cancer), military or veteran status, national origin (e.g., limited English proficiency, language use and possession of a driver's license issued to persons unable to prove their presence in the United States is authorized under federal law), ancestry, disability (e.g., mental and physical, including HIV/AIDS, and cancer), genetic information, retaliation for reporting patient abuse in tax-supported institutions, enrollment in a Health Benefit Plan, state of health, need for health services, status as a litigant, status of a Medicare or Medicaid beneficiary, source of payment for care, or any other basis prohibited by law.
- Receive care in a safe setting, free from abuse and harassment.
- Receive information in a manner that you can understand.
- Receive interpreter services to assist you.

ACTIVE PARTICIPATION IN YOUR CARE

- Participate in all decisions relating to your health care.
- Designate a representative or surrogate decision maker if you are unable to fully participate in treatment decisions, as allowed by law.
- Have written instructions about your care prepared in advance (advance directives) and have those instructions honored.
- Participate in resolving conflicts about care, including ethical issues that impact care.
- Receive appropriate assessment and management of pain.
- Leave the NEMS clinic(s) and/or refuse care even against the advice of providers.
- Choose if you would like to allow health professional students and medical residents to participate in your care.

KNOWLEDGE AND INFORMATION

- Know the names of the providers who are treating you.
- Know who has primary responsibility for coordinating your care.
- Receive the necessary information about any proposed treatment or procedure you may need in order to give informed consent or refuse a course of treatment, in accordance with the law.

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- Receive information about the outcomes of care, treatments, or services that have been provided, including unanticipated outcomes.
- Be informed about NEMS' payment policies.
- Examine and receive an explanation of your bill regardless of source of payment.
- Be informed about NEMS and NEMS' physicians' status in your insurance network, and any changes to the participating status related to your insurance network and/or coverage. You may be responsible for the charges related to services that you receive at NEMS if NEMS is not a participating provider in your insurance network.

PRIVACY AND CONFIDENTIALITY

- Confidentiality and privacy of all communications and information pertaining to your care.
- Access, review, and request amendments to your medical records.
- Know how your protected health information (PHI) will be shared within NEMS or with outside agencies.

RESPECT FOR YOUR PATIENT RIGHTS

- Have your complaints heard, and to have a fair and efficient process for resolving your differences with the clinic or with NEMS providers. You have the right to file a complaint or grievance with the State Department of Health Services.

As a valued member and patient of NEMS, you also have the RESPONSIBILITY to:

- Cooperate with the providers who are caring for you at NEMS. You should follow their instructions and treatment guidelines.
- Provide, to the best of your knowledge, accurate and complete information about your present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.
- Report unexpected changes in your condition.
- Ask questions if you do not understand something or if you are unsure about the advice you are given.
- Work with your health care provider to develop a pain management plan.
- Accept the consequences if you do not follow the care, service, or treatment plan.
- Keep appointments on time. If you need to cancel or reschedule an appointment, please call NEMS as soon as possible.
- Use your NEMS Identification (ID) card or "yellow card" for yourself only. Your NEMS ID card cannot be used by anyone else, nor are you permitted to use someone else's NEMS ID card, to access services. False identification in order to access care from NEMS is a form of healthcare fraud, which is not permitted.
- Inform NEMS of any changes in address, telephone number, or insurance coverage as soon as possible.
- Bring in any forms or identification cards—including your NEMS ID/yellow card, a photo ID, and all health insurance cards—that are necessary for your treatment every time you come to the clinic.

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- Know what your insurance covers. Your insurance may not cover certain services that you receive from NEMS. Although NEMS offers insurance eligibility verification as a courtesy, this does not guarantee that your insurance company will pay for all services and fees. You are responsible for any fees not covered by your insurance plan or health coverage.
- Follow all NEMS rules and regulations regarding conduct. Be considerate of other patients by helping to control noise; not eating, drinking or smoking; respecting others' property and privacy; and following health and safety guidelines.
- Refrain from yelling, profanity, threats, derogatory names, racial insults, harassment, violence of any form, and all other physical or verbal abuse of NEMS staff and/or other patients. Threats of any type or persistent misconduct or abuse could be grounds for termination of care.
- Follow NEMS' Weapons Free Policy and understand that most weapons are not permitted at NEMS.
- Please switch all mobile phones and devices to the silent or off mode while in the clinic, and refrain from answering or making phone calls. Phone calls are only allowed in the first floor lobby or main entrance area of each building. Please do not disturb other patients when speaking.
- Recordings of any type (including photos, images, video, voice or audio recordings, etc.) and on any device or format are strictly prohibited within or near all NEMS facilities unless specifically permitted by NEMS Administration. This is to protect the privacy of other patients, staff, and visitors.
- Be responsible for your personal belongings. NEMS is not responsible for loss or damage of any personal items that are left unattended on NEMS premises.
- Go to the nearest hospital or call 911 when you have a medical emergency.