

## Patient Rights and Responsibilities

**Texas Oncology Pharmacy has a legal and ethical obligation** to safeguard your patient rights and your protected health information. At all times, we strive to comply with the standards set forth below.

### Your Rights

You, or your designated representative (if you have one), has the right to receive information from physicians and to discuss the benefits, risks, and costs of appropriate treatment alternatives. You should receive guidance from your physicians as to the optimal course of action. You are also entitled to obtain copies or summaries of your medical records, to have your questions answered, to be advised of potential conflicts of interest that your physicians might have, and to receive independent professional opinions. You also have the right to:

1. Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care.
2. Be informed in advance of care/service being provided and your financial responsibility.
3. Receive information about the scope of services that we will provide and specific limitations on these services.
4. Participate in the development and periodic revisions of the plan of care.
5. Refuse care or treatment after the consequences of refusing care or treatment are fully presented.
6. Be informed of your rights under state law to formulate an advanced directive, if applicable.
7. Be treated with respect, consideration, and recognition of your dignity and individuality.
8. Be able to identify visiting personnel members through proper identification.
9. Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown sources.
10. Voice grievances/complaints regarding treatment or care or lack of respect of property, or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal.
11. Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated.
12. Confidentiality and privacy of all protected health information.
13. Be advised on policies and procedures regarding the disclosure of medical records.
14. Choose a healthcare provider, including an attending physician, if applicable.
15. Receive appropriate care without discrimination in accordance with physician's orders, if applicable.
16. Be informed of any financial benefits when referred to an organization.
17. Be fully informed of your responsibilities.

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### Your Responsibilities

As a patient, you or your designated representative (if you have one), have a responsibility to:

- 1. Submit forms, insurance cards, or other documents that are necessary to receive services.**
- 2. Provide accurate medical, pharmacy, and contact information and any changes.**
  - › Provide, to the best of your ability, accurate and complete information about your present condition, past illnesses, hospitalizations, medications, and other matters related to your health, including information about home and work that may impact your ability to follow the proposed treatment.
  - › Tell the healthcare team if you have an advance directive and the intent it contains.
  - › Let the healthcare team know when you experience pain or when the pain relief is not working.
  - › Notify your physician and the pharmacy of any potential side effects and/or complications.
  - › Notify the treating provider of participation in the services provided by the organization.
  - › Tell your caregivers about any changes in your health.
- 3. Maintain any equipment provided, if applicable.**
- 4. Notify your healthcare team of any concerns about the care or services provided.**
  - › Ask questions so that you may understand your health problems and what to reasonably expect during your treatment.
  - › You are responsible for asking questions, especially if you do not understand or need more information.
- 5. Make informed decisions.**
  - › If you are unable to make decisions about your care, your legally appointed decision-maker has a responsibility to make healthcare decisions that are consistent with your values and life goals.
  - › You should actively participate in your care and follow the instructions for taking medications as directed. Follow the mutually agreed to treatment plan developed with your provider.
  - › Express any concerns about your ability to understand or comply with a proposed course of treatment.
  - › You are responsible for the outcomes if you refuse treatment or do not follow your care provider's instructions.
  - › Remain adherent to your treatment plan, and work with your Texas Oncology care team to address any obstacles that may prevent you from following your plan.
- 6. Accept financial responsibilities.**
  - › Provide information necessary for claims processing.
  - › You are responsible for meeting your financial responsibility in a timely manner.
- 7. Support Texas Oncology policies that apply to patient care and conduct.**
  - › Respect privacy and confidentiality of other patients.
  - › Express any needs you may have, so we can provide reasonable accommodation.
  - › Inform the healthcare team when you have issues or concerns related to your safety.