

The Bleeding and Clotting Disorders Institute (BCDI) is committed to providing the best integrated care in an environment that makes patient rights and quality healthcare a priority. The rights and responsibilities outlined here apply to all employees, patients and families we serve here at BCDI.

Patients have the following rights:

- 1.** To know about the philosophy, characteristics and receive information on the patient management (PM) program.
- 2.** To have personal health information shared with the PM program only in accordance with state and federal law.
- 3.** To know the name, job title, and credentials of all BCDI staff and to speak with a supervisor if requested.
- 4.** To choose and speak with a health care professional, and be fully informed in advance about choices of service/care, factor products, product providers and vendors orally and in writing.
- 5.** To have ones property and person treated with respect, consideration, and dignity regardless of national origin, race, age, sex, or religious belief.
- 6.** To be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property
- 7.** To informed consent in treatment and full information concerning diagnosis, evaluation, treatment, and prognosis.
- 8.** To participate in all decisions involving their medical plan of care.
- 9.** To receive complete and easily understood information about cost, coverage and care.
- 10.** To voice grievances/complaints without restraint, interference, coercion, discrimination, or reprisal. BCDI will respond promptly to the patient to discuss resolution.
- 11.** To receive administrative information regarding changes in or termination of the patient management program.
- 12.** To decline participation, revoke consent, or disenroll from the PM program at any point in time.

Patients have the following responsibilities:

- 1.** Be responsible for their actions and respectful of the BCDI property and staff.
- 2.** Be proactive in pursuing a healthy lifestyle.
- 3.** Provide BCDI with complete and accurate information about their health, any medications, over-the-counter products and dietary supplements, and any allergies or sensitivities.
- 4.** Provide accurate clinical and personal contact information and to notify BCDI when there are changes to that information so that BCDI can communicate in a secure and timely manner.
- 5.** To submit any forms that are necessary to participate in the program, to the extent required by law.
- 6.** Follow the agreed upon treatment plan and ask questions if they do not understand the and instructions for the agreed upon treatment plan.
- 7.** To maintain any equipment and/or loaned education materials to the same extent and level they were received.
- 8.** Keep appointments and notify BCDI if unable to keep an appointment; If services are rendered elsewhere notify BCDI so comprehensive records may be maintained.
- 9.** When applicable, accept personal financial responsibility for any charges not covered by insurance.
- 10.** To notify BCDI should you have and questions or concerns, regarding care, services provided or your current treatment plan.

Assistance will be provided for a minor or patient needing assistance in understanding/reading these rights. Both the patient and the parent, legal guardian, or other responsible person must be fully informed of these rights before care provided and annually thereafter.

All staff members will understand and be able to discuss the Patient Rights and Responsibilities with the patient and caregiver(s). Each staff member will receive training during orientation and annually thereafter.