

Naval Health Clinic Cherry Point

Patient Rights & Responsibilities

April 2019

Medical and Dental Care You have the right to quality care and treatment consistent with available resources and accepted standards, including access to specialty care and to pain assessment and management. You have a right to a clean and safe environment. If you have concerns about the care received, you have the right to request review of the adequacy of care.

Explanation of Care You have the right to an explanation concerning your diagnosis, treatment, any procedures, your prognosis, and planned follow-up treatment in terms you can understand. The specific needs of a child or adolescent will be considered in the development of a treatment plan. When it is not medically advisable to give such information to the patient, the information will be provided to a designated representative or guardian.

Refusal of Treatment You are responsible for your condition based on the outcome of your actions or those of your family members should you refuse treatment or not follow the instructions given by your health care provider. You have the right to refuse treatment, to the extent permitted by law and government regulations, and to be informed of the consequences of that refusal.

Informed Consent You have the right to be advised in layman's language of information needed to make knowledgeable decisions, and for consent or refusal for treatment. Such information will include the potential significant complications, risks, benefits, recovery time, consequences of refusing treatment, alternatives, and who is responsible for authorizing and performing any treatment.

Knowledge of NHCCP Rules and Regulations You have the right to know the rules and regulations that relate to patient and visitor conduct, and the mechanism to initiate a complaint, as well as, how a review of and resolution to patient complaints are handled.

Self-Determination (Advance Directives) You have the right to designate a representative to make health care decisions for you if you are unable to do so. You or your representative have the right to formulate an advance directive (living will and/or medical durable power of attorney), and to take part in ethical issues pertinent to your care.

Respect, Privacy, and Confidentiality You have the right to respectful and considerate care, recognition of personal dignity, including psychosocial, spiritual, and cultural values that influence perceptions of the illness affecting you or your family. You have the right, within law and military regulations, to privacy and confidentiality concerning your medical care. This pertains to verbal or written communication, as well as physical tests associated with any medical care episode.

Identity You have the right to know, at all times, the identity, professional status, and credentials of the health care personnel directly responsible for your care or the care of your family.

Pain Management You have the right to receive pain management and to be continually reassessed for the effectiveness of that management.

Research You have the right to be advised if the facility proposes to engage in, or perform research, associated with your care. You have the right to refuse to participate in any research project.

Resolution of Conflicts You have the right to be advised of the procedures for resolving ethical issues or decision making conflicts, when associated with a particular episode of care.

Sharing of Information You have the responsibility to provide, to the best of your knowledge, accurate and complete information regarding your past and present illness, hospitalizations, medications, and other health related matters for both you and your child. You are responsible for informing your primary health care provider if you don't understand your treatment plan or the expectations. You are responsible for informing the facility or your provider of any advanced directives, providing a copy of it for filing in the health record, and reviewing it periodically with your primary care provider or surrogate decision maker. You are also responsible to report any changes in symptoms, medications or general condition to your health care provider.

Compliance with Care You have the responsibility for complying with the medical and nursing treatment plan, including follow-up care recommended by the health care provider. This includes scheduling optional tests and treatment in advance, keeping scheduled appointments, and notifying the appropriate clinic in advance when appointments cannot be kept.

Respect and Consideration You have the responsibility to be considerate of the rights of other patients and clinic personnel. You should be respectful of government and Personal property and assisting in control of noise, smoking, and personal activities.

Naval Health Clinic Rules & Regulations You are responsible for following the rules and regulations affecting patient care and conduct, and for the prompt payment of financial obligations for the health care provided by the clinic.

Reporting Patient Concerns You have an obligation to help the Commanding Officer, in providing the best possible care to all beneficiaries. Recommendations, questions, and concerns should be reported to a Departmental Patient Contact Representative, or to the Command Customer Relations Officer at (252)466-0367, located in room 1387 on the 1st floor in the Health Care Business Department. You may also contact the Medical Inspector General by calling the MEDINSGEN Hotline at 1-800-637-6175.