

CALIFORNIA CANCER CARE, Inc.

Patient Rights and Responsibilities

1. Each patient has the right to be treated with respect and recognition of his or her dignity and need for privacy.
 2. Each patient seeking advice or assistance has the right to be assisted in a prompt, courteous and responsible manner.
 3. Each patient has the right to be provided with information concerning his or her diagnosis, treatment and prognosis in terms that are understandable to him or her. When it is not medically advisable or feasible to be given to the patient, the information will be made available to the next-of-kin or other person designated by the patient, except when existing laws do not permit the release of information without the written consent of the patient.
 4. Each patient has the right to participate in decision-making regarding his or her care. Prior to the initiation of any procedure, each patient will be provided with sufficient information, except in emergencies, to make an informed decision regarding such a procedure. Such information would include the specific procedure and/or treatment, the medically significant risk involved, and the probable duration of incapacitation. Where medically significant alternatives for care and treatment exist, or when the patient requests information concerning medical alternatives, this information will be provided. The patient will also be told the name of the person responsible for the procedure and or treatment. In the case of a patient who is considered mentally incapable of making a rational decision and request for a procedure, the sponsor or guardian will be provided with sufficient information to make an informed decision regarding such procedure to be performed on the patient. Patients are informed of their right to change providers if other qualified providers are available.
 5. Each patient has the right to decline treatment. In this event, the patient has the right to be informed of the medical consequences of this action. In the case of a patient who is mentally incapable of making a rational decision, approval will be obtained from the guardian, next-of-kin, or other person legally entitled to give such approval.
 6. Each patient has the right to have his or her medical record and all other information held confidential and patients are given the opportunity to approve or refuse their release unless disclosure is required by law.
 7. In the event of any experimental/investigational procedures (e.g., research), the patient will be provided with an informed consent. The patient has the right to not be included in the investigational procedure if such information/consent is not given.
- No attempt will be made to influence the patient to give consent if he or she is reluctant to participate. In the case of patients who are considered mentally incapable of executing an informed consent, approval will be obtained from the guardian, next-of-kin, or other person legally entitled to give consent.
 8. Each patient has the right to be provided with appropriate guidance and recommendations for additional medical care if coverage is terminated.
 9. Each patient has the responsibility to be considerate and respectful of all health care professionals and staff as well as other patients.
 10. Each patient has the responsibility to cooperate with his or her treatment staff. If the patient has questions or disagrees with the treatment plan, he or she has the responsibility to discuss it with his or her treatment staff.
 11. Each patient has the responsibility to keep all scheduled diagnostic or treatment appointments on time.
 12. Each patient has the responsibility to provide, to the extent possible, information needed by the treatment staff to care for him or her. This includes, but is not limited to, informing his/her provider about any living will, medical power of attorney or other directive that could affect his/her care. Each patient is expected to provide accurate information about their health, any medications, including over the counter supplements and any allergies.
 13. Each patient has the responsibility to follow instructions and guidelines given by the treatment staff.
 14. Each patient has the responsibility to understand what medications he or she is taking and whether he or she is scheduled for follow-up visits.
 15. Each patient has the responsibility to be considerate of other patients and to be understanding and tolerant if delays are encountered.
 16. Each patient has the responsibility to express opinions, concerns, or complaints regarding his or her health care and rights and responsibilities in a constructive manner to California Cancer Care, Inc. Each patient has the right to change their provider if other qualified providers are available.
 17. All patient grievances should be brought to the attention of the administrator.