



Patient Responsibilities & Rights

Thank you for choosing VAMED as your healthcare provider, we are committed to providing quality care to each individual we serve. The following list does not presume to be all-inclusive but is intended to show our concern for you and to emphasize the need for observance of these responsibilities and rights.

Patient Responsibilities

The expectation of continued treatment, and the progression through phases of treatment, solely depend on patient participation and adherence to the treatment plan. Noncompliance of the following guidelines and office policies will result in reevaluation of your treatment plan, including phase regression, and may ultimately result in discharge and referral to a higher level of care:

- You will be expected to be respectful of all VAMED staff members and adhere to and consent to general office policies, including your financial responsibility.
- Violence, threatening language or behavior, or participation in any illegal activity at the office may result in immediate termination of care and discharge from our practice.
- Weapons, alcohol, and illicit substances are strictly prohibited from our premises.
- You will be expected to provide your care team with true and accurate information to the best of your ability regarding your medical history and current conditions and medications.
- You will be expected to attend all follow-up appointments as scheduled. All appointments needing to be cancelled or rescheduled, we request that you do so with at least 24 hours' notice before your scheduled appointment. While we understand that emergencies happen, repeated violation of our attendance policy will be treated as noncompliance.
- You will be expected to remain abstinent from illicit drug use (and alcohol if specified in your treatment plan) and report any such use to your treatment team. **Prescription drug guidelines state that people can experience serious side effects when combining opioids with other central nervous system depressants (such as alcohol, benzodiazepines, or xylazine), including the risk of overdose and death.**
- Your medication is your responsibility. This means you are solely responsible for keeping it safely stored, out of reach of children, and inaccessible to others. Requests to refill prescriptions earlier than intended will be assessed on an individual basis and are at the sole discretion of your provider. You may be denied a refill for lost or stolen medicine or requested to provide documentation of a filed police report. It is illegal to sell or give away medication.
- You may be asked to bring your medication to the office for a medication audit or "pill count". If you are called for a random medication audit, you will be expected to bring your medication to the office within 24 hours.
- You are required to take medication exactly as it is prescribed by your provider. Any changes to dosage require speaking to your provider beforehand. Taking more, taking it



more often than it is prescribed, or using it in any way other than is directed will be considered medication misuse and may be treated as noncompliance.

- You will be expected to submit a Urine Drug Screen (UDS) at the time of your appointment, and you may be requested to come in for a random UDS. If you are called in for a random UDS, you will be expected to provide a sample in the office within 24 hours.
- Your UDS collection may be monitored by a member of VAMED staff and may be sent to the lab for confirmatory results. Suspicion of adulteration of UDS will result in an additional monitored sample collection.
- You may also be requested to supply a blood or saliva sample for screening.
- Refusal to submit to any type of screening or evidence of adulteration of sample will be treated as noncompliance.

Patient Rights

- A patient has the right to respectful care given by competent workers.
- A patient has the right to know the names and the jobs of his or her care team members.
- A patient has the right to privacy with respect to his or her medical condition. A patient's care and treatment will be discussed only with those who need to know or are granted explicit permission.
- A patient has the right to have his or her medical records treated as confidential and read only by people with a need to know. Information about a patient will be released only with permission from the patient or as required by law or as described in our notice of privacy practices.
- A patient has the right to request amendments to and obtain information on disclosures of his or her health information, in accordance with law and regulations.
- A patient has the right to know what facility rules and regulations apply to his or her conduct as a patient.
- A patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
- A patient has the right to make informed decisions regarding his or her care and has the right to include family members in those decisions.
- A patient has the right to information from his or her doctor in order to make informed decisions about his or her care. This means that patients will be given information about their diagnosis, prognosis, and different treatment choices. This information will be given in terms that the patient can understand. This may not be possible in an emergency.
- A patient given the option to participate in research studies has the right to complete information and may refuse to participate in the program. A patient who chooses to participate has the right to stop at any time. Any refusal to participate in a research program will not affect the patient's access to care,
- A patient has the right to refuse any drugs, treatment or procedures to the extent permitted by law after hearing the medical consequences of refusing the drug, treatment or procedure.



- A patient has the right to have help getting another doctor's opinion at his or her request and expense.
- A patient has the right to care without regard to race, color, national origin, religion, age, disability, HIV/AIDS status, sex, gender, gender identity or expression, sexual orientation, marital status, pregnancy, or military status.
- A patient has the right to be given information in a manner that he or she can understand. A patient who does not speak English, or is hearing or speech impaired, has the right to an interpreter, when possible.
- Upon request, a patient has the right to access all information contained in the patient's medical records within a reasonable timeframe. This access may be restricted by the patient's doctor only for sound medical reasons.
- A patient has the right to have information in the medical record explained to him or her.
- A patient has the right to be free from needless duplication of medical and nursing procedures.
- A patient has the right to treatment that avoids unnecessary discomfort.
- A patient has the right to a copy of his or her bills. A patient also has the right to have the bill explained.
- A patient has the right to request help in finding ways to finance his or her medical bills.
- A patient has the right to help in planning for his or her discharge so that he or she will know about continuing health care needs after discharge and how to meet them.
- A patient has the right to be informed of his or her rights at the earliest possible time in the course of his or her treatment.
- A patient has the right to personal privacy and to receive care in a safe and secure setting.
- A Medicare patient has the right to appeal decisions about his or her care to a local Medicare Review Board. The Facility will provide the name, address, and phone number of the local Medicare Administrator Contractor and information about filing an appeal.
- A patient has the right to be free from all forms of abuse or harassment.
- A patient has the right to be involved in resolving dilemmas about care decisions.
- A patient has the right to have his or her complaints about care resolved.
- A patient and his or her family have the right to request assistance from the VAMED ethics committee for ethical issues, such as Patient-Staff relations or conflicts of interest.
- A patient has the right to be free from financial exploitation by the health care facility.