



## LET'S TALK ABOUT...

### *My Rights*

Shared wisdom to help you  
advocate for yourself and others

**"Keeping yourself in the know,  
because knowledge is power."**

- A tool created through the teamwork of HIV positive women, female caregivers and providers.

Use with your  
health care  
provider.

## PATIENT RIGHTS

*I have the right to...*

- Receive health care and services through the programs I am a member of, including:
  - ✦ Seeing a provider for a consultation, whether I am sick or well
  - ✦ Being referred to a specialist as necessary (including mental health services)
- Make informed decisions about my health care, including:
  - ✦ Fully understanding my medical care
  - ✦ Having access to my medical records and labs
  - ✦ Respectfully questioning and/or disagreeing with provider recommendations
  - ✦ Having a relative or friend involved in decisions related to my health
  - ✦ Seeking a second opinion
- Have my concerns heard and to get answers, including:
  - ✦ Expressing my concerns if I am unhappy with my treatment plan or the services I received
  - ✦ Going up the chain of command, if I feel it is necessary
- Have my health information kept private at all times, in all settings



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[www.rwhp.org/letstalk.html](http://www.rwhp.org/letstalk.html). 352-372-1095



## PROVIDER RIGHTS

*My provider has the right to...*

- Honest and timely communication with patients, including:
  - ✦ Asking personal questions to make sure they have all the information they need to provide care for the patient
  - ✦ Expecting patients to return phone calls in a timely fashion
- Use their professional training to prioritize issues during medical appointments, keeping in mind the patient's needs, including:
  - ✦ Referring patients to other members of the health care team who can answer their questions



## SHARED RIGHTS

*We have the right to...*

- Be respected and treated with courtesy
- End negative interactions if we feel we are being mistreated
- Have our privacy respected, even in a public place, outside of the medical setting
- Be human (i.e., have an off day, be preoccupied, etc.)





## LET'S TALK ABOUT...

# My Responsibilities

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## PATIENT RESPONSIBILITIES

*I have the responsibility to...*

- Ask for information, and do my own research, to fully understand my medical condition, treatment plan and options, and insurance coverage
- Ask for help if there is something I do not understand
- Communicate openly with my provider about all aspects of my care
- Follow up with providers or staff about unresolved issues
- Speak up, in a respectful manner, if I have a concern about the care I received
- Document my interactions with providers and staff
- Treat my provider and health team with the same respect I would want to be treated with
- Understand the systems where I receive care: how to make appointments, how to register complaints, the administrative and medical chain of command, etc.
- Be aware of basic patient rules that my provider has, such as being on time, cancelling appointments, etc.



## PROVIDER RESPONSIBILITIES

*My provider has the responsibility to...*

- Respect patients by using the limited time they have with them to listen, be compassionate, treat them as a whole and make them feel human
- Engage and communicate with a patient's caregiver, if permission is given
- Explain and communicate clinic rules with patients, including consequences for non-compliance with appointments, referrals, etc.
- Communicate with patient's other medical providers when necessary
- Provide written information about medications
- Return phone calls in a timely fashion
- Handle all paperwork in a timely fashion so that patients have access to the medications and care they need as quickly as possible



## SHARED RESPONSIBILITIES

*We have the responsibility to...*

- Actively and openly communicate with one another during and outside of appointments, as necessary
- Be committed to working as a team

