

LET'S TALK ABOUT...

My Rights

Shared wisdom to help you advocate for yourself and others

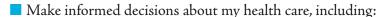
"Keeping yourself in the know, because knowledge is power."

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

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)



- 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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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
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- 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



