



PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

PATIENT RIGHTS

1. Upon admission, every patient shall be informed there are legal rights for their protection throughout their course of treatment as set forth in this document.
2. Every patient shall have the right to courteous and respectful care. Our staff is responsible for considering your individuality and family as it relates to your ethnic, social, religious, and psychological well-being and to provide you with those services which will best meet your individual and family's needs in a professional and ethical manner.
3. Every patient has the right to privacy and confidentiality. No information concerning the patient's involvement in services shall be made available to any organization, agency, or individual outside of Nystrom without your written consent, except as outlined in the *Notice of Privacy Practices*. In order to provide the best possible patient care, a patient's case may be discussed with a supervising provider during clinical consultation or supervision.
4. Every patient can expect complete and current information concerning their diagnosis, treatment, and prognosis in terms they can understand from their provider. Reasonable accommodations shall be made for those with communication impairments and those who speak a language other than English. When it is not advisable to give the information to the patient it may be available to the appropriate person on their behalf.
5. Every patient shall have the right to know by name and specialty their mental health provider responsible for their care. Patients have the right to request and receive information about their program and service and the rationale and goals of any service. Patients shall be fully informed of the services available and an estimate of the related charges.
6. Every patient shall have the right to expect reasonable continuity of care.
7. Every patient shall have the opportunity to participate in the planning of their treatment, and the right to refuse treatment, to participate in experimental research, and to take medications (unless court ordered). This right includes the right to include a family member or other chosen representative in the planning of treatment.
8. Every patient shall be free from mental, emotional, and physical maltreatment and nontherapeutic chemical and physical restraints, except in emergency situations or as authorized in writing after examination by their physician for a specified and limited period of time when necessary to protect the patient from injury to themselves or to others.
9. No patient shall be required to perform labor or services for the company or its providers that are not included for therapeutic purposes and goal related in their medical record.
10. Every patient may associate and communicate privately with persons of their choice as it relates to rights protection or advocacy services.
11. Every patient shall have the right to a prompt and reasonable response to their questions and requests.

PATIENT RESPONSIBILITIES

The staff at Nystrom & Associates will do everything possible to make your experience here pleasant and comfortable, and you can help them in their efforts by assuming the following responsibilities:

1. You are responsible for being considerate of other patients and staff.
2. You are responsible for keeping appointments. A 24-hour cancellation notice is required or a cancellation charge may be applied to your account.
3. You are responsible for notifying your provider about any unexpected change in your health.
4. You are responsible for letting us know immediately if you do not understand instructions, or if you feel that they are such that you cannot follow them.
5. You are responsible for using clinic/provider supplies (test, inventories, and so forth) appropriately and to assist in ensuring their availability for future patients.
6. You are responsible for fulfilling the financial obligations of your health care as properly as you are able.
7. You are responsible for loss or damage to clinic property or injury to any staff.

GRIEVANCE PROTOCOL

Every patient has the right to present a grievance to appropriate clinic staff in writing. Nystrom & Associates has a written internal Grievance Policy & Procedure that sets forth the process to be followed. The Nystrom & Associates Grievance Procedure and Form will be available online at www.nystromcounseling.com.

WHOM TO CONTACT

If you have any questions regarding the Nystrom & Associates Patient Bill of Rights, please contact our Quality Assurance Department through email at qualityassurance@nystromcounseling.com.