

## CONSUMER RIGHTS

### You have the right to...

1. Have your rights explained to you.
2. Be treated with courtesy and respect by all who provide services to you.
3. Be given appropriate and professional services without discrimination against your age, race, creed, color, religion, national origin, sexual orientation and expression, veteran status, disability, or handicap.
4. Receive proper medical or social services regardless of any disability.
5. Receive interpreter and/or sign-language translation services free-of-charge to you.
6. Receive information regarding Waikiki Health's mission, code of ethics, and service-related policies and procedures.
7. Privacy and confidentiality regarding your medical care.
8. Know that your medical records will be kept confidential and that access to your information will be limited to those involved in your care. Also see Waikiki Health's Notice of Privacy Practices.
9. Know the names and positions of people involved in your care by official picture identification name tags or by personal introduction.
10. Request a health care professional of either gender or particular treatment approach.
11. Receive the necessary information to participate in decisions about your care including cost, risk benefits, limitations of and alternatives to diagnostic and therapeutic modalities.
12. Receive education regarding your health care services.
13. Give your informed consent before any diagnostic or therapeutic procedure is performed.
14. Be explained about any research or experimental procedure that's planned for an assessment or treatment and the opportunity to give your consent before participating in a research study.
15. Information regarding your diagnosis, treatment and likely outcome of an illness or health-related condition.
16. Seek a second opinion or appropriate referral.
17. Information regarding fees for services. This includes being notified of what services may be involved, additional charges, the details of the charges and methods of payment.
18. Be informed about Waikiki Health's sliding fee scale, and have your fee(s) be determined based on your qualification.
19. Express suggestions and concerns in an appropriate manner.
20. File a formal complaint regarding any services you receive with which you are dissatisfied.
21. Refuse services.
22. Review your medical record or client file.

## CONSUMER RESPONSIBILITIES

### **You have the responsibility to....**

Ask questions if you do not understand the explanation of your diagnosis, treatment, prognosis or any instructions.

Follow instructions concerning medications, follow-ups, recommendations, or other necessary steps in your treatment plan and to notify staff if this plan cannot be followed or if problems occur.

For treating Waikiki Health staff respectfully.

Arrive as scheduled for appointments and to notify Waikiki Health in advance in the event you cancel an appointment(s).

Follow all rules and regulations that are posted within Waikiki Health, or as informed by Waikiki Health personnel.

Inform Waikiki Health of any changes regarding your personal information including address, phone number, insurance information, and income level (as appropriate).

Truthfully disclose important information that's necessary to determine appropriate fees for services provided.

Provide information necessary to determine your eligibility for insurance coverage and/or to process your insurance claims.

Pay any charges billed to you. If you are unable to pay, you have the responsibility to make proper arrangements with Waikiki Health.