



THE COMMANDANT OF THE UNITED STATES COAST GUARD
Washington, DC 20593-0001

PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

Patient Rights

You have a right to:

Request a provider of your choice, if available.

Considerate, appropriate care with qualified providers, consistent with the accepted standards of quality health care.

Access care within 24 hours for urgent care: within 7 days for routine care, within 28 days for specialty care.

Impartial access to treatment regardless of race, gender, religion, national origin, or physical disability.

Reasonable safety, comfort, and privacy within the clinic.

Be interviewed and examined in surroundings that assume reasonable privacy.

The identity and professional status of the health care providers responsible for your care.

Full disclosure from the provider of care about your condition, treatment, prognosis, significant complications, risks, benefits, alternative treatments available, and any additional information required to give informed consent prior to procedures.

The presence of a chaperone during examination and treatment, if you so desire.

Expect reasonable continuity of care.

Be advised if the facility proposes to engage in, or perform, research associated with your care or treatment; refuse to participate in any research project; refuse treatment to the extent permitted by law and government regulations; and to be informed of the consequences of your refusal.

Expect prompt response to reports of pain.

Receive information concerning the medical or dental treatment facility policies and procedures to initiate, review, and resolve potential complaints.

Be informed of facility rules and regulations, which relate to your conduct.

Patient Responsibilities

You have the responsibility:

To be familiar with your health care benefits.

To provide complete information about your present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health. (Active duty members cannot be required to sign a statement relating to the origin or aggravation of a disease or injury.)

To report any unexpected changes in your condition.

To understand your treatment plan, and to ask questions about what is not clear to you.

To follow the treatment plan.

To keep appointments, and to notify the clinic when you are unable to do so.

For your actions if you refuse treatment or do not follow the orders of health care providers.

To inform the facility if you believe your rights have been violated.

To be considerate of the health services personnel and to act in a mature and polite manner.

To be considerate of other patients. In particular, smoking, loud noise, unruly behavior, profanity, and improper attire are not permitted in the clinic.

To promptly return records to the clinic where they are maintained. All health records documenting care provided by any medical or dental treatment facility are the property of the U.S. Government.

Disclosure Rights

You have the right to:

Disclosure of your health care records in accordance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), including a right to:

- a. A written Notice of Privacy Practices from your health care provider.
- b. Inspect and obtain a copy of your protected health information (PHI).
- c. Request an amendment to your records.
- d. Obtain an accounting of disclosure(s) of your PHI.
- e. Request restrictions on uses of your PHI and disclosures, to the extent permitted by law and government regulations.
- f. Accommodation of reasonable communication requests of your PHI by alternative means and at alternative locations.
- g. Allow disclosure of your PHI to a personal representative of your choosing.
- h. Complain to the U.S. Coast Guard at the local command level without any retaliation for filing a complaint.

ERICA G. SCHWARTZ
Rear Admiral, U.S. Coast Guard