
TELE-HEALTH PATIENT RIGHTS & RESPONSIBILITIES

The patient and the person responsible for the patient's decisions has:

1. The right to receive safe and quality care within the range of services that telemedicine provides.
2. The right to receive considerate, respectful and compassionate care regardless of your age, gender, race, national origin, religion, sexual orientation, gender identity or disabilities.
3. The right to be informed of the names of your doctors, nurses, nurse practitioner, and all health care team members directing and/or providing your telemedicine care.
4. The right to have a family member, support person, or other individual be present with you for emotional support during your treatment, unless the individual's presence infringes on other's rights, safety, or is medically or therapeutically contraindicated.
5. The right to be told by your doctor or nurse practitioner about your diagnosis, possible prognosis, benefits, risks of treatment, and the expected outcome of treatment, including unexpected outcomes.
6. The right to ask for a change of doctor, nurse practitioner, nurse or other health care team members or a second opinion.
7. The right to have your pain or illness assessed to be involved in decisions regarding your treatment. Parent, guardians, family members or others whom you may choose can speak for you if you cannot make your own decisions.
8. The right to receive privacy and confidentiality when you are receiving care.
9. The right to receive a copy of and details about your bill.
10. The right to know the telemedicine grievance process and share a concern or grievance about your care either orally or in writing and receive a timely notice of resolution. If you have a grievance or concern, please contact the Family Medical Clinic Manager.
11. The right to request an in-person consultation should you feel that the telemedicine consultation is less than adequate or otherwise unsatisfactory.
12. The right to receive information and ask questions related to the confidentiality of your telemedicine consultation and the use of your medical information.
13. The right to present concerns to the following:

Family Medical Clinic Manager
104 Wall Street
Poteau, OK 74953
918-635-3440

TELE-HEALTH PATIENT RIGHTS & RESPONSIBILITIES

Patient Responsibilities:

The patient and the person responsible for the patient's decisions, has the responsibility to:

1. To provide complete and accurate information about yourself and your health including present complaints, past health problems and hospital visits, medications you have taken (including prescriptions, over-the-counter and herbal medicines), and any other information you think your care givers need to know.
2. Expected to ask questions when you do not understand information or instructions. If you believe you cannot follow through with your treatment plan, you are responsible for telling your doctor or nurse practitioner. You are responsible for outcomes if you do not follow the care, treatment, and service plan.
3. To follow the instructions of nurses and other health professionals who are carrying out physicians or nurse practitioner orders.
4. Expected to provide correct and complete information about your financial situation as best you can and promptly meet any financial obligations agreed to with the clinic.
5. Expected to treat your doctors, nurse practitioner nurse, nurses and other health care team members with respect.