



PATIENT RIGHTS & RESPONSIBILITIES

Merakey Total Health ("MTH") is committed to improving patient care by providing comprehensive and continuous medical care that is fair, responsive, and accountable to the needs of our patients and their families. We are committed to providing our patients and their families with a means to not only receive appropriate health care and related services, but also to address any concerns they may have regarding services.

EVERY PATIENT HAS A RIGHT TO:

1. Receive comprehensive, quality care based on professional standards of practice delivered through a personal provider and care team, regardless of their (or their family's) ability to pay for such services.
2. Obtain services without discrimination on the basis of race, ethnicity, national origin, sex, age, religion, physical or mental disability, sexual orientation or preference, marital status, socio-economic status or diagnosis/condition.
3. Be treated with courtesy, consideration, and respect by all MTH staff, at all times and under all circumstances, and in a manner that respects their dignity and privacy.
4. Participate in the development and implementation of their care plan.
5. Receive a complete, accurate and easily understood explanation of any diagnosis, possible treatment with prognosis, and alternatives (including no treatment) along with associated risks/benefits.
6. Make decisions regarding their care based on information provided about their health status, including involvement in care planning, request for or refusal for treatment.
7. Receive information regarding the coordination of care with specialty groups, home health care or hospitals as well as the availability of support services that are community based and/or clinic based, including translation, transportation, and education services.
8. Receive an itemized copy of the bill for their services, an explanation of charges, and description of the services that will be charged to his/her insurance.
9. Request any additional assistance necessary to understand and/or comply with the MTH's administrative procedures and rules.
10. File a grievance or complaint about MTH or its staff without fear of discrimination or retaliation and have it resolved in a fair, efficient, and timely manner. To file a complaint, write out your concerns and deliver them to:

Compliance Officer
27 E. Mt. Airy Ave.
Philadelphia, PA 17070
QCO@merakeytotalth.org
1-877-244-1313

EVERY PATIENT IS RESPONSIBLE FOR:

1. Providing accurate personal, financial, insurance, and medical information (including all current treatments and medications) prior to receiving services from MTH and its health care providers.
2. Following all administrative and operational rules and procedures of MTH.
3. Supervising their children while in the MTH facility(s).
4. Refraining from abusive, harmful, threatening, or rude conduct towards other patients and/or MTH staff.
5. Not carrying any type of weapon or explosives into MTH facility(s).
6. Keeping all scheduled appointments and arriving on time. Patients that arrive more than 15 minutes late for an appointment may be required to reschedule their appointment.
7. Notifying MTH no later than 24 hours (or as soon as possible within 24 hours) prior to the time of an appointment that they cannot keep the appointment as scheduled. Failure to follow this policy may result in being charged for the visit and/or being placed on a waiting list for the next visit.
8. Participating in and following the treatment plan devised in conjunction with their personal provider and working with the care team to achieve desired health outcomes.
9. Informing their personal provider and/or care team of any changes or reactions to medication and/or treatment.
10. Asking questions if he or she does not understand diagnosis, care plan or treatment and informing personal provider if unable to follow plan/treatment.
11. When a fee is charged, making a good faith effort to meet financial obligations, including promptly paying for services provided.
12. Advising MTH of any concerns, problems, or dissatisfaction with the services provided or the manner in which (or by whom) they are furnished.
13. Not bringing pets into the facility. Service animals individually trained to do work or perform tasks for an individual with a disability are always welcome.