



## **PATIENT'S RIGHTS AND RESPONSIBILITIES**

1.2.6.b

### **STCS 1.B.4 Silk Touch is owned and operated by Brian C. Kerr, M.D. and Susan Mitchell Kerr**

*Silk Touch* provides you with the best care, both in terms of treatment and patient experience. We respect your rights as a patient and want you to understand your responsibility as a partner in your care.

#### ***Patients' Rights***

*Silk Touch* is committed to providing you with respectful care as we meet your needs. For this reason, we provide the following summary of your rights as a patient:

- You have a right to be treated with respect, consideration and dignity, and to be free from all forms of abuse or harassment by staff, other patients, or visitors.
- You have the right to participate in the development of your plan of care.
- You will not be denied access to care due to race, creed, color, national origin, sex, age, sexual orientation, or disability.
- You have the right to information about your diagnosis, condition, and treatment in terms that you can understand.
- You have the right to make or have a representative of your choice make informed decisions about your care.
- You are entitled to be free from any forms of restraint or seclusion as a means of convenience, discipline, coercion, or retaliation.
- You are entitled to information about rules and regulations affecting your care or conduct.
- You have the right to know the names and professional titles of Silk Touch's Medical Director and HealthCare Professionals. You have the right to change your physician or practitioner if other qualified physicians or practitioners are available.
- You have the right to personal privacy and to receive care in a safe environment.
- You have the right to a prompt and reasonable response to any request for services within the capacity of Silk Touch's scope of services.
- You have the right to express concerns or grievances regarding your care to Silk Touch's personnel without discrimination or reprisal.
- You have the right to your medical and personal records being confidential.



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- You have the right to see your medical record within the limits of the law and dispute information in your medical record.

#### ***Patient's Responsibilities***

This is a summary of your responsibilities as a patient of ***Silk Touch***.

- You are responsible for following the instructions and advice of Silk Touch's Team.
- It is your responsibility to notify a member of Silk Touch's Care Team if you do not understand information about your care and treatment.
- You are responsible to provide the physician with the most accurate and complete medical history including, allergies, surgeries, medications, and any other relevant medical information.
- You are responsible for reporting changes in your condition or symptoms, including pain, to a member of Silk Touch's Care Team.
- You are responsible to follow the plan of care or express concerns with compliance. The patient and family are responsible for following the preoperative and post discharge care plan. The patient and family are responsible for the outcomes if they do not follow the care plan.
- It is your responsibility to act in a considerate and cooperative manner and to respect the rights and property of others.
- You and your family/friends are responsible for following the rules and regulations of Silk Touch.
- You and your family are responsible for promptly meeting any financial obligations agreed to with the practice.
- You are expected to keep your scheduled appointments or to cancel them in advance if possible.
- It is your responsibility to provide a copy of your Advanced Directive to Silk Touch for placement in your medical record. The Advanced Directive will be suspended while being cared for at Silk Touch. If an adverse event occurs, we will call 911 and they will transport you to the local hospital. Information regarding Advance Directives is available at the reception desk.

#### **Questions or Concerns?**

You and your family should feel you can always voice your concerns. If you share a concern or complaint, your care will not be affected in any way. The first step is to discuss your concerns with the Medical Director at **208.715.9387**



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Should you continue to remain concerned after contacting the Medical Director, you may contact the Idaho State Board of Medicine at [www.bom.idaho.gov](http://www.bom.idaho.gov) or contact the Accreditation Association of Ambulatory Health Care (AAAHC) at **847.853.6060**.