

Patient Responsibilities

Providing Information. You are responsible - to the best of your ability - for providing accurate, complete, and up-to-date information about your health. This includes:

- Complaints
- Past illnesses
- Hospitalizations
- Medications
- Other health matters

You should let your provider know if you understand your diagnosis, treatment plan, and prognosis. If not, let your provider know you have questions.

Respect and Consideration. You are responsible for being considerate of the rights of staff and others. You should respect the property of others and of the MTF.

Adherence to Medical and Dental Care. You are responsible for following your medical and nursing treatment plans. This includes follow-up care that your provider recommends for you. You should:

- Keep your appointments
- Be on time
- Tell your provider in advance if you can't keep your appointment

Refusal of Treatment. You are responsible for your actions if you refuse treatment. You are also responsible for your actions if you choose not to follow your provider's instructions.

Medical Records. All medical records documenting care provided by any MTF are the property of the U.S. Federal Government.

Health Care Charges. You are responsible for meeting financial obligations for your healthcare as soon as possible.

Fox Army Health Center is committed to keeping you in the best possible health. If you feel that you are not being treated fairly or properly, you have the right to discuss this with your doctor, nurse, or other healthcare provider. You may call the Patient Advocate at 256-955-8888 ext. 1152 during duty hours.



<https://redstone.tricare.mil>
<https://www.redstone.amedd.army.mil>



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Fox Army Health Center

**Local Crisis Line:
256-716-1000**

**National Suicide
Prevention 24/7 Hotline:
Dial 988 or
800-273-TALK (8255)**

Fox Army Health Center

Patient Rights & Responsibilities



**Building 4100 Goss Road Redstone
Arsenal, AL 35809
(256) 955-8888**

<https://redstone.tricare.mil>
<https://www.redstone.amedd.army.mil>

Patient Rights

Medical Care. You have the right to quality care and treatment and to be involved in making decisions about your care. Your care and your treatment will be consistent with available resources and generally accepted standards. These standards include:

- Timely access to specialty care
- Pain assessment and management

Respectful Treatment. You have the right to considerate and respectful care. This includes recognition of your:

- Personal dignity
- Psychosocial, spiritual, and cultural values
- Belief systems

Privacy and Security. You have rights to reasonable safeguards for your protected health information, including its:

- Confidentiality
- Integrity
- Availability

Both federal law and regulation govern your rights. You also have similar rights for other personally identifiable information. This applies to electronic, written, and spoken form. These rights include your right to be informed to the extent required by federal law and regulation when privacy breaches happen.

Confidentiality Limits. Sometimes your provider must report sensitive disclosures that you make.

- Sexual assault or harassment
- Domestic violence
- Substance misuse or abuse
- Intent to harm yourself or others

To make a report, your provider doesn't need your permission or consent. But they should tell you about these limits on confidentiality before

*Providing quality
healthcare
is a complex task that
requires close
cooperation
between you and the
healthcare team*



you make a sensitive disclosure to them during your visit.

Provider Information. You have the right to know your health care team.

Explanation of Care. You have the right to a clear, easily understood explanation of your:

- Diagnosis
- Treatment options
- Procedures
- Prognosis

Your provider will consider the exact needs of a vulnerable person when developing a treatment plan. A vulnerable person is a person who:

- Has compromised decision-making
- Participates in clinical trials or other research investigations

This information must include:

- Any and all potential complications
- Risks
- Benefits
- Ethical issues
- Potential alternative treatments

Filing Grievances. You have the right to:

- Make recommendations
- Ask questions
- File grievances

To do this, you can reach out to the Patient Advocate at 256-955-8888 ext. 1152. If your concerns are not adequately resolved, you have the right to call The Joint Commission at 1-800-994-6610 or file online at <https://www.jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-concern-or-complaint/>

Second Opinion. You have the right to obtain a second opinion.

Safe Environment. You have the right to care and treatment in a safe environment.

Military Hospital or Clinic Rules and Regulations. You have the right to be informed of rules and regulations that relate to patient or visitor conduct.

Transfer and Continuity of Care. When medically permissible, and only after you have received complete information, explanations, and alternatives, you may be transferred to another military hospital, military clinic, or private sector facility or provider.

Advance Directive. Patients have the right to make sure their wishes regarding their healthcare are known, even if they are no longer able to communicate or make decisions for themselves.

Chaperones and Standbys. You have the right to a chaperone or standby during physical exams and treatments. You can request a different chaperone or standby. When possible, the military hospital or clinic will try to honor your request or reschedule your visit.