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Patient's Bill of Rights and Responsibilities

Johns Hopkins Community Physicians encourages patients to speak openly with the health care team, take part in their treatment choices, and promote their own safety by being well-informed and involved in their care. Because we want our patients to think of themselves as partners in their care, we want them to know their rights as well as their responsibilities. We invite our patients and their families to join us as active members of their care team.

Patient Rights

- The right to receive considerate, respectful and compassionate care in a safe setting regardless of age, gender, race, national origin, religion, sexual orientation, gender identity or disabilities.
- The right to receive care in a safe environment free from all forms of abuse, neglect, or mistreatment.
- The right to be called by your proper name and to be in an environment that maintains dignity and adds to a positive self-image.
- The right to be told the names of your health care providers, nurses, and all other members of the health care team directing and/or providing your care.
- The right to be told by your health care provider about your diagnosis and possible prognosis, the benefits and risks of treatment, the alternatives for care or treatment, and the expected outcome of treatment, including unexpected outcomes.
- You have the right to communication that you can understand. JHCP will provide sign language and foreign language interpreters as needed at no cost. Information given will be appropriate to your age, understanding, and language. If you have vision, speech, hearing, and/or other impairments, you will receive additional aids to ensure your care needs are met.
- You have the right to give written informed consent before the start of any non-emergency procedure and/or treatment. You have the right to refuse treatment to the extent permitted by law. You have the right to be informed of the medical consequences of refusing treatment.
- You, your family and friends with your permission, have the right to participate in decisions about your care, your treatment, and services provided.
- You have the right to respectful, responsive care directed at fostering your comfort and dignity, including assessment and management of pain, and responding to you and your family's psychosocial, spiritual, and cultural concerns.
- You have the right to full consideration of your privacy and confidentiality in care discussions, exams, and treatments. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly, respecting your personal privacy. Those not directly involved in your care must have your permission to be present.
- You can expect that all communication and records about your care are confidential, unless disclosure is permitted by law. You have the right to see or get a copy of your medical records. You may add information to your medical record. You have the right to request a list of people to whom your personal health information was disclosed.
- You have the right to agree or refuse to take part in medical research studies. You may withdraw from a study at any time without impacting your access to standard care.
- You have the right to expect that JHCP will make a reasonable response to your request for services. You have the right to expect reasonable continuity of care, including the right to know in advance what health care providers and appointment times are available and where.
- You have the right to make an advance directive and appoint someone to make health care decisions for you if you are unable. If you do not have an advance directive, we can provide you with information and help you complete one.

- You have the right to receive detailed information about JHCP charges.
- You have the right to participate in the consideration of ethical issues that may arise in the course of your health care.
- You have the right to give or refuse consent for recordings, photographs, films, or other images to be produced or used for internal or external purposes other than identification, diagnosis, or treatment. You have the right to withdraw consent up until a reasonable time before the item is used.
- You have the right to voice your concerns about the care and/or service you receive, without fear of impacting your access to care or service. If you have a problem or complaint, you may talk with your doctor, nurse, clinical or administrative director/manager. You may also contact the JHCP Department of Risk, Safety and Service.

Patient Responsibilities

- You are expected to provide complete and accurate information, including your full name, address, home telephone number, date of birth, Social Security number, insurance carrier and employer when it is required.
- You should provide a copy of your advance directive if you have one.
- You are expected to provide complete and accurate information about your health and medical history, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products, and any other matters that pertain to your health, including perceived safety risks.
- You are 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 provider. You are responsible for outcomes if you do not follow the care, treatment, and service plan.
- You are expected to actively participate in your care plan, including pain management, and to keep your health care providers informed of the effectiveness of your treatment.
- You are expected to treat all staff, other patients, and visitors with courtesy and respect; abide by all JHCP rules and regulations; and be mindful of noise levels, privacy, and conduct.
- You have the responsibility to keep appointments, be on time, and call your health care provider if you cannot keep your appointments.
- You are expected to provide complete and accurate information about your health insurance coverage and to notify JHCP of any changes. You are also expected to complete all required authorizations and release of medical information forms requested by JHCP and your insurance carrier, to pay any required co-payments at the time of service and to pay subsequent charges in a timely manner.