

PATIENT RESPONSIBILITIES

Approved 5/29/2018

The following patient responsibilities are presented to the patient and family in the spirit of mutual trust and respect.

Demonstrate Respect and Consideration

Patients, as well as their family members, representatives and visitors, are expected to recognize and respect the rights of our other patients, visitors, and staff. Threats, violence, disrespectful communication or harassment of other patients or of any staff member, for any reason, including because of an individual's age, ancestry, color, culture, disability (physical or intellectual), ethnicity, gender, gender identity or expression, genetic information, language, military/veteran status, national origin, race, religion, sexual orientation, or other aspect of difference will not be tolerated. This prohibition applies to the patient as well as their family members, representatives, and visitors.

In addition, requests for changes of provider or other medical staff based on the provider's race, ethnicity, religion, sexual orientation or gender identity will not be honored. Requests for provider or medical staff changes based on gender will be considered on a case by case basis and only based on extenuating circumstances.

Patients and their families, representatives and visitors are expected to respect the property of other persons and that of Tulane Doctors

Provision of Information

Patients and their families must provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, advance directives and other matters relating to the patient's health. Patients and their families must report perceived risks in the patient's care and unexpected changes in the patient's condition.

Asking Questions

Patients and their families must ask questions when they do not understand their care, treatment and service or what they are expected to do. The patients and families are responsible for reporting whether they clearly comprehend a contemplated course of action.

Refusing or Not Following Care Instructions

The patient and their families are responsible for the outcomes if they refuse care or do not follow the care, treatment and service plan.

Following Safety Policies

Patients and their families or visitors are expected to:

Observe the no smoking policy of the organization. Refrain from conducting any illegal activity on the Tulane Doctors property. If such activity occurs, it will be reported to the police.

Refrain from recording your experiences in the clinic without the consent of everyone involved including physicians, nurses, and other staff. Please Note that unauthorized recording violates Louisiana State law.

Paying for Care

The patient is responsible for assuming financial responsibility of payment for all services rendered through third party payors (insurance companies), as applicable, and being personally responsible for payment of any services that are not covered by his/her insurance.