



Patient and Family Rights and Responsibilities

This Bill of Rights and Responsibilities describes Turner Dermatology's commitment to partnering with you and your family as active members of the care team. This partnership is the core of patient and family centered care and includes dignity, respect, participation, information sharing, and collaboration. We will forge this partnership for the safest care by understanding each other's responsibilities in the care environment. Turner Dermatology expects patients and families to share responsibility in creating a trusting and safe environment of care. These rights and responsibilities are posted throughout the organization, and can be provided in writing as well.

Dignity and Respect: Practice staff and patients will listen to and respect each other's ideas and concerns. Practice staff incorporates patient and family knowledge, values, beliefs, and cultural backgrounds into care planning and delivery as appropriate.

You can expect Turner Dermatology to:

- Provide care regardless of race, color, age sex, gender identity or expression, sexual orientation, national origin, religion, or disability.
- Provide respectful, high standards while respecting your values, beliefs, and preferences.
- Respect your right to exercise your civil and religious freedom, including the right to make your decisions.
- Provide care in a safe and secure setting, free from any form of abuse or harassment, neglect or being preyed upon, with access to protective services.
- Provide interpreters free of charge for those who have a preferred language other than English, including sign language.
- Provide accommodations for persons with disabilities including assistive devices for the visually impaired and deaf/hard of hearing, wheelchair access, service animals, etc.
- Keep information about your medical care and personal information private. Discussions, exams, consultations and treatments will be conducted discreetly. We will not release any information in your medical record to anyone without your approval, except when required or allowed by law or regulation.
- Obtain permission before recording, filming, or taking pictures of you.
- Be considerate of your time in order to minimize patient discomfort.

Patients and Guardian responsibilities are to:

- Work with your providers and others to follow the advised medical plan and other patient responsibilities, and inform us if you are unable to do so.
- Respect the rights of other patients and expect any visitors to do the same. Disrespectful or disruptive behavior toward anyone is prohibited.
- Respect the property of Turner Dermatology and other patients.
- Not carry weapons on Turner Dermatology property.
- Keep appointments or let us know as soon as possible if you cannot.
- Pay your bill as soon as possible, or work with you insurance company to do so.

Information Sharing: Practice staff and patients strive to communicate complete and unbiased information, with each other in timely, compassionate and useful ways. We share this information so all may effectively partner in care and decision-making.

You can expect Turner Dermatology to:

- Explain your health problem, including discharge, in a way that you can understand.



- Help you to get a copy of your completed medical request them and if access is not restricted for medical reasons, share them with any provider at your request.
- Provide written materials in words you can understand including the diagnosis, recommended treatment, other possible treatment choices, complications and the expected prognosis. If you are unable to understand the information, it will be provided to your healthcare representative and documented on chart.
- Provide information about your bill and provide counseling on financial resources to help you pay for care upon request.
- Tell you the names and roles of all the staff that provide care.

Patients responsibilities are to:

- Share complete and accurate information about your health history as best as you can.
- Tell us right away if there are changes in your condition, or if you have concerns about safety or feel your care is at risk.
- Ask questions to fully understand your treatment plan and what is expected of you.
- Honor the confidentiality and privacy of other patients.

Participation: Staff encourages patients and caregivers to participate in care and decision-making as much as they feel comfortable.

You can expect Turner Dermatology to:

- Help you understand your options if you need to be transferred to another facility by providing you with as much information as we know about the facility, as well as the need for alternatives to the transfer.

You may:

- Choose to give consent or refuse to consent to a procedure or treatment for which informed consent is required. You are entitled to information about treatment options and risks to help you make informed choices about your care.
- Refuse any care, treatment, drug or procedure as allowed by law, and have the doctor tell you what might happen if you refuse care.
- Set goals for end-of-life care.
- Request to be transferred to another hospital or facility that will accept the transfer.
- Ask for help in getting the opinion of another physician, at your request and expense.
- Discuss and difference of opinion you may have regarding your healthcare with providers. If your questions are not allowed or you still have concerns, you may ask for an ethics consultation.
- Ask for religious or spiritual support services.
- Consider options for organ or tissue donation when appropriate.

Collaboration: Hospital staff and patients/families collaborate both at the bedside through coordination of care, as well as on an enterprise level to work together.

You may:

- Choose to designate or refuse visitors at any time.
- Designate another decision maker, as allowed by law, when you cannot make decisions about care.
- Choose or refuse to take part in a research or donor program, and you may discontinue your participation at any time.



COMPLIMENTS OR CONCERNS

We want to provide the best care for our patients. Your suggestions help us to improve our services. At a first step, you may speak with your provider or office manager about concerns or compliments. You may also direct your concerns to **Julia Gannucci**.

Phone: 610-525-3800

Email: jgannucci@turnerderm.com

Mail: Turner Dermatology

940 Haverford Rd, Suite 100,

Bryn Mawr, PA 19010