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Veterans-For-Change

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Official VA Patients Rights and Responsibilities

~~YOUR PATIENTS RIGHTS~~

The Department of Veterans Affairs respects the rights of the patient, assists the patient in the exercise of his/her rights, and informs the patients of any responsibilities incumbent upon him/her in the exercise of those rights.

The following Patient Rights are assured for each patient, unless medically contraindicated;

You have the right to present grievances if you feel these rights have not been provided.

You have the right to be treated with dignity as an individual, with compassion and respect, with reasonable protection from harm, and with appropriate privacy.

You will receive, to the extent you are eligible, prompt and appropriate treatment for physical or emotional disorders or disabilities, in the least restrictive environment necessary for that treatment, free from unnecessary or excessive medication.

You will not be denied your legal rights while hospitalized (except where State law provides otherwise).

You have the right to communicate freely and privately with persons outside the facility, and to have or refuse visitors.

There shall be reasonable access to public telephones for making and receiving calls.

You have the right to receive unopened mail. If there is any reason to believe the mail may contain contraband, then you will have to open the mail in the presence of an appropriate person.

You will be afforded the opportunity to write letters and be assisted in doing so when necessary.

You will be allowed to wear your own clothes and to keep personal possessions. You have the right to keep and spend your own money.

You have the right to social interaction as well as to regular exercise. Also you will have the opportunity for religious worship.

Your medical record and all other information about you will be kept confidential unless disclosure is required or permitted by law, or you consent to its release.

~~YOUR RESPONSIBILITIES~~

Your compliance with the following Patient Responsibilities is necessary to assure you of the highest quality care. It also shows the importance of your contribution to your care.

You have the responsibility to follow all of the Medical Center's safety rules and posted signs.

You have the responsibility to be considerate and respectful of all medical center personnel and other patients.

You have the responsibility to cooperate with your treatment staff. If you have questions or disagree with your treatment plan, you are responsible for discussing it with your treatment staff.

You have the responsibility to try to prevent any injury to yourself, other patients, visitors, and staff members by your own actions, and to be responsible for the safekeeping of clothing, money, and personal possessions you choose to keep with you while you are in this facility. You have the responsibility to keep all of your scheduled diagnostic or therapeutic appointments on time.

You have the responsibility to avoid interfering with the treatment of other patients, particularly in emergency situations.

You have the responsibility to assist by alerting the staff when another patient is having difficulty.

You have the responsibility to tell your visitors to be considerate of other patients and medical center personnel, and to observe the visiting hours.

You have the responsibility to be understanding and patient if you encounter delays.

You have the responsibility to make sure you understand what medications you must take following discharge from the medical center, and whether you are scheduled for outpatient follow-up visit(s).

Patient Representatives are available at each facility in order to ensure that patient's needs are met, and to assist patients in exercising their rights.