

Patient Rights and Responsibilities

Patient rights are promoted by all Dwight David Eisenhower Army Medical Center (DDEAMC) and Rodriguez Army Health Clinic (RAHC) personnel and are an integral part of the healing process.

These patient rights are:

MEDICAL AND DENTAL CARE: Patients have the right to quality care and treatment consistent with available resources and generally accepted standards. Patients also have right to participate in planning medical treatment, including the right to refuse treatment to the extent permitted by law and government regulations and to be informed of the consequences of their refusal, even if the treatment is life-sustaining.

PAIN MANAGEMENT: Patients right to pain management is respected and supported by the staff when receiving medical care at RAHC. We are committed to educate patients on pain prevention and management. We will respond to the needs of those patients presenting with pain.

ADVANCE MEDICAL DIRECTIVES: Patients have the right, as permitted by law, to formulate advance medical directives, which may include living wills, durable powers of attorney or similar documents portraying their preference. Such documents enable staff and physicians at RAHC to carry out a patient's treatment preferences. More information is available from the Center Judge Advocate at (787) 707-5155.

RESPECTFUL TREATMENT: Patients have the right to considerate and respectful care, with recognition of their personal dignity and consideration of the psychological, spiritual and cultural variables that influence their perception of illness. A Chaperone will be provided upon request.

PRIVACY AND CONFIDENTIALITY: Patients has the right, within the law and military regulations, to privacy and confidentiality concerning medical care. Patients, or their legally designated representatives, have access to the information contained in the medical record, within the limits of the law. For more information, please refer to the Military Health System's Notice of Privacy Practices. This brochure can be obtained at the Patient Representative Office Patient Administration or Patient Waiting Room.

IDENTITY: Patients have the right to know at all times the identity, professional status and professional credentials of healthcare personnel, as well as the names of the healthcare providers primarily responsible for their care.

EXPLANATION OF CARE: Patients have the right to an explanation concerning their diagnosis, treatment, procedures and prognosis of illness in terms that the patient can be expected to

understand. When it is not medically advisable to give such information to patients, the information should be provided to appropriate family members or to another appropriate person in their absence.

Charges: Patients have the right to an explanation of charges related to their healthcare.

Research Projects: Patients have the right to be advised if the facility proposes to engage in our perform research associated with their care of treatment. Patients have the right to refuse to participate in any research project.

SAFE ENVIRONMENT: Patients has the right to care and treatment in a safe environment. Providing quality healthcare is a complex task requiring closed cooperation between patients and health facility personnel. Patients can take responsibility for their care by helping their medical team give the best possible care. (Please note that child and adolescent patients will be represented by their parents and/or guardians as required by Puerto Rico law. A joint effort between parent’s and/or guardians and the facility staff should enable these patients to comply with patient responsibilities.) Patient responsibilities are:

PROVIDING INFORMATION: Patients have the responsibility to provide to the best of their knowledge, accurate and complete information about complaints, past illnesses, hospitalizations, medication.

PAIN MANAGEMENT: Patients and/or their family members have the responsibility to ask the healthcare providers what to expect regarding their pain management and to participate in the discussions.

REPORTING complaints: If a conflict arises with respect to health care, patients must discuss the matter with the healthcare provider in order to resolve the situation. If not satisfied, the patients or the family members should consult the Patient Representative, Ombudsman, Deputy Commander, or RAHC Commander.

LTC Eliasib Lozano
Commander
(787) 707-2043

Mr. Eduardo Colon
Deputy Commander
(787) 707-2554

Mr. Nelson Colon
Ombudsman
(787) 707-4064
(787) 564-6785

Ruth Rosario
Patient Advocate
(787) 707-2043



Lets us know how we are doing. RAHC Value Your
Opinion https://ice.disa.mil/index.cfm?fa=card&sp=98209&s=436&dep=*Dod&sc=11

Follow us: Facebook: <https://www.facebook.com/RodriguezArmyHealthClinic>

Rodriguez Army Health Clinic: <http://www.rahc.amedd.army.mil/default.asp>