

Berkshire Psychiatric & Behavioral Health Services, P.C.

716 N. Park Road, Wyomissing, PA 19610
610-375-0544 FAX 610-378-9779

1800 N. 12th Street, Reading, PA 19604
610-816-5728 FAX 610-816-5710

PATIENT RIGHTS AND RESPONSIBILITIES

Statement of Patient Rights

Patients have the right to be treated with dignity and respect.

Patients have the right to fair treatment; regardless of their race, religion, gender, ethnicity, age, disability, or source of payment.

Patients have the right to have their treatment and other patient information kept private. Only where permitted by law, may records be released without patient permission.

Patients have the right to easily access timely care in a timely fashion.

Patients have the right to know about their treatment choices. This is regardless of cost or coverage by the benefit plan.

Patients have the right to information in a language they can understand.

Patients have the right to have a clear explanation of their condition and treatment options.

Patients have the right to information about BPBHS, P.C., its practitioners, services and role in the treatment process.

Patients have the right to information about clinical guidelines used in providing and managing their care.

Patients have the right to ask their provider about their work history and training.

Patients have the right to give input on the Patients' Rights and Responsibilities policy.

Patients have a right to know about advocacy and community groups and prevention services.

Patients have a right to freely file a complaint or appeal and to learn how to do so.

Patients have the right to know of their rights and responsibilities in the treatment process.

Patients have the right to receive services that will not jeopardize their employment.

Patients have the right to list certain preferences in a provider.

Statement of Patient Responsibilities

Patients have the responsibility to treat those giving them care with dignity and respect.

Patients have the responsibility to give providers information they need. This is so providers can deliver the best possible care.

Patients have the responsibility to ask questions about their care. This is to help them understand their care.

Patients have the responsibility to follow the treatment plan. The plan of care is to be agreed upon by the patient and provider.

Patients have the responsibility to follow the agreed upon medication plan.

Patients have the responsibility to tell their provider and primary care physician about medication changes, including medications given to them by others.

Patients have the responsibility to keep their appointments. Patients should call their providers as soon as they know they need to cancel visits.

Patients have the responsibility to let their provider know when the treatment plan isn't working for them.

Patients have the responsibility to let their provider know about problems with paying fees.

Patients have the responsibility to report abuse and fraud.

Patients have the responsibility to openly report concerns about the quality of care they receive.

(OVER)

PATIENT RIGHTS AND RESPONSIBILITIES (Cont'd)

GRIEVANCE AND APPEAL INFORMATION

To insure that your rights are safeguarded and that disputes concerning your rights and others are resolved promptly and fairly, you have the right to utilize Berkshire Psychiatric & Behavioral Health Services, PC Grievance and Appeal Procedure. Any patient, or guardian, may initiate a complaint, orally or in writing, concerning the exercise of these rights or the quality of services or treatment at this practice. The complaint should be filed as soon as possible to one or more of the following:

Berkshire Psychiatric & Behavioral Health Services, PC
716 N. Park Road
Wyomissing, PA 19610
610-375-0544

US Department of Health and Human Services
Office of Civil Rights
200 Independence Avenue SW
Washington, DC 20201

Commonwealth of Pennsylvania
Department of Human Services
570-963-4335

Office of Mental Health and Substance Abuse Services
P.O Box 2675
Harrisburg, PA 17105
1-800-692-7462

PA Human Relations Commission (PHRC)
Harrisburg Regional Office
Riverfront Office Center, 5th Fl
1101-1125 South Front Street
Harrisburg, PA 17104-2515
717-787-9784

The Joint Commission
1-800-994-6610