

Monongahela Valley Association of Health Centers, Inc. (MVA)

Including

- MVA Health Center - Fairmont ■ MVA Health Center - Shinnston ■ MVA Health Center - Mannington
- MVA Health Center - North Marion High School Wellness Center ■ MVA Health Center - East Fairmont High School Wellness Center

Notice of Privacy Practices

Effective Date: January 1st, 2023

PATIENT BILL OF RIGHTS

1. Patients have the right to be treated with consideration, respect, and full recognition of dignity and individuality, including privacy in treatment and in care for personal needs.
2. Patients have the right to execute advance directives in compliance with WV law and to designate a surrogate decision-maker to act on their behalf.
3. Patients and/or their surrogates have the right to competent, respectful, and consistent care, and for staff to strive to make their visit as pleasant as possible.
4. Patients have the right to receive complete information from their physician or caregiver regarding their diagnosis, treatment, and prognosis. This includes the right to informed consent when surgical or other invasive procedures are involved.
5. Patients have the right to expect medical records of their care to be treated confidentially as outlined in MVA's confidentiality policies. Also, patients have the right to expect staff and physicians to respect their right to visual, auditory, and personal privacy, and to keep information pertaining to their care confidential. Patients or their surrogates have the right to approve or refuse release of their records to any individual outside MVA, except in the case of the patient's transfer to another health facility, or as required by law or any thirdparty payer.
6. Patients or their surrogates have the right to actively participate in decision-making regarding their care through direct discussion with their physicians and/or nursing and other staff, and to review their medical records except when restricted by law.
7. Patients or their surrogates have the right to refuse treatment to the extent permitted by law, and to be informed of the medical consequences of such refusal.
8. Patients or their surrogates have the right to be assured the personnel providing their care are qualified, through education and/or experience, to carry out the services for which they are responsible.
9. Patients have the right to examine a copy of, and request assistance in understanding their bill, and to know that charges will reflect only the care received by the patient.
10. Patients have the right to know by name and position the persons caring for them, and to ask if the facility or caregivers have relationships with outside parties that may influence their care.
11. Patients or their surrogates have the right to request limitation or withdrawal of life-sustaining treatment in accordance with legal, clinical, and ethical guidelines.
12. Patients have the right to have their individual social, psychological, cultural, emotional, and spiritual needs respected and preserved while undergoing treatment. MVA further recognizes the special importance of these issues in the care of a dying patient and their significant others.
13. Patients are not discriminated on the basis of race, color, national origin, age, disability, or sex. MVA complies with Federal Civil Rights and does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. MVA Provides free aids and services to people with disabilities to communicate effectively with us, such as: Qualified sign language interpreters; Written information in other formats (large print, audio, accessible electronic formats, other formats). Free language services to patients whose primary language is not English such as: qualified interpreters & information written in other languages
14. Patients, surrogates, families, and visitors have the right to file a formal complaint through the MVA Patient Advocate's Office regarding aspects of their care, without fear of reprisal, being threatened, or discriminated against. Patients have the right to expect a response to their complaint from MVA. If conflicts arise regarding the course of treatment, the patient has the right to contact the MVA Administrative Office for assistance.
15. Patients have the right to request a copy of the Patients' Rights and Responsibilities Brochure by contacting the MVA Patient Advocate's office at 304-366-0700 to request the Patient Advocate's assistance if they feel these rights are not being maintained.

MVA HEALTH CENTER, INC. Patients' Responsibilities

1. Patients have the responsibility to bring with him/her information about past illnesses, hospitalizations, medications, advance directives, complaints, and other matters pertaining to his/her health to the best of his/her ability.
2. Patients have the responsibility to fully and accurately answer questions from physicians and staff regarding past illnesses, hospitalizations, medications, advance directives, complaints, and other matters pertaining to their health.
3. Patients have the responsibility to collaborate with physicians and staff in their diagnosis and treatment.
4. Patients have the responsibility to initiate questions if directions, procedures, and other information are not understood.
5. Patients have the responsibility to be respectful and considerate of others, of other people's property and that of MVA, and to see that persons accompanying him/her are considerate as well, particularly in regard to noise, eating/drinking, smoking, and the number of persons accompanying him/her, which may be annoying to other patients.
6. Patients have the responsibility to abide by MVA rules and regulations, and to see that persons accompanying him/her do likewise.
7. Patients have the responsibility to keep appointments or to telephone in advance when he/she cannot keep a scheduled appointment.
8. Patients have the responsibility to be prompt in the payment of his/her bills, to provide the information necessary for insurance processing, and to be prompt about asking questions he/she may have concerning the bill.
9. Patients have the responsibility to help his/her doctors, nurses, and other medical personnel in their efforts to return him/her to health by following their instructions and by maintaining the treatment recommended by his/her doctor and to notify the doctor of any changes.
10. Patients have the responsibility of informing the MVA Patient Advocate as soon as possible if he/she believes any of his/her rights may have been violated. Any part of this statement of rights and responsibilities may be discussed with one's doctor or the charge nurse. These responsibilities apply to family members, significant others, and/or surrogate decision makers especially when they are acting on behalf of the patient.

Monongahela Valley Association of Health Centers, Inc.
PO Box 1112
Fairmont, WV 26555-1112

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-304-366-0700

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-304-366-0700