

Key Terms

Affordable Care Act (ACA)- a law that gives consumers control of their health care

Advance Directives- document signed before the diagnosis of the a terminal illness, when the individual is still in the good health, indicating the person's wishes regarding care during dying.

Client's Rights-document spelling rights of persons receiving home health care

Continuity of Care- a care of practice in which health care is provided on a continuing basis from admission of discharge and beyond.

Grievance- situation in which a consumer feels there are grounds for complaint.

Informed Consent- permission given after full disclosure of the facts

Patient Care Partnership- rights that ensure that they will receive quality patient care.

Resident Rights- document that spells out rights of residents receiving care in long care facilities

Example



Responsibilities Of Health Care Consumers

Consumers must fulfill the following:

Maintaining personal health care records

Communicating openly and honestly with health caregivers

Informing health caregivers if can't follow the plan

Living a healthy lifestyle

Ask questions

Accepting responsibility for payment

Health care records



Consumer Rights

A health care consumers have rights, which are listed in a booklet called the **Patient Care Partnership**, to ensure that they will receive quality patient care.

Depending on where care is given, there are different documents for patient rights.

Staff is expected to be familiar with and protect each person's rights.

A copy of the **Residents' Rights** is given to each person before he or she is admitted to a skilled care .

The rights of residents in skilled care facilities were legislated by the federal gov't in Omnibus Budget Reconciliation Act (OBRA) of 1987.

People receiving care in their homes are given a copy of the **Clients Rights**

Each of these document is similar & emphasizes the rights of the patient, resident, or client to:

Be treated with respect & dignity.

Have the benefit of open & honest communication with caregivers

Make health carer decisions & participate in care planning

Informed Consent

Receive Continuity of Care

Be informed of resources for resolving conflicts

The Affordable Care Act Patient's Bill of Rights

Gives consumers control of their own health care

Patients Care Partnership

Introduced by the American Hospital Association in 1972

Each bill focuses on a specific type of care for example:

EMS Patient's Bill of Rights

Hospice Patient's Bill of Rights

Mental Health Patient's Bill of Rights

Clients' Bill of Rights

Federal Law: Client's Bill of Rights

- Right to know the names and roles of the persons who are involved in care
- Right to consent or refuse a treatment
- Right to have an advance directive
- Right to privacy
- Right to expect that medical records are confidential
- Right to review the medical record and to have information explained
- Right to expect that the hospital will provide necessary health services

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Consumers must fulfill the following:

Maintaining personal health care records

Communicating openly and honestly with other health caregivers

Informing health caregivers if can't follow the plan

Living a healthy lifestyle

Asking Questions

Accepting responsibility of payment

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Published 18th September, 2018.

Last updated 18th September, 2018.

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