

Bill of Rights and Duties



What does it mean to be a whole-person care agency?

As a whole-person care agency, Share Ourselves believes the best way to care for people is to give them more than just medical care. We know that services like dental care, behavioral health care, and more, are important to overall health. Our goal is to give many of these important services in a planned and linked way.

You Have the Right To

- Be treated with dignity and respect.
 - Not to be treated differently because of your sex, sexual orientation, age, race, color, religion, ethnicity, or ability.
 - Open and honest communication in a language you understand.
 - A relationship with your health care provider that is caring and based on kindness.
- Care and wellbeing of the whole person.
 - Get care for your body, mind, and spirit.
 - Patient-centered care that suits the mission and values of Share Ourselves.
 - Health care that focuses on prevention and wellness.
 - Involve spirituality, religion, and/or personal beliefs in your care.
- Be an active partner in your care.
 - Play an active role in your care to the extent allowed by law. For instance, you have the right to say no to any tests, treatments, or care offered to you.
 - Let your family work closely with your health care team to ensure you have well planned care.
 - Challenge any choice you don't agree with by making a complaint or appeal.
 - Get a second opinion if you wish.
 - Tell us if the information in your health record is wrong or incomplete.
- Get information.
 - Get timely facts about your health and health status so you can make informed choices about your care. Except in an emergency, we will tell you about procedures, treatments, and the medical risks involved. We will also tell you who will do a procedure or treatment.
 - Know the names and titles of all Share Ourselves team members involved in your care.
 - Know in advance what you will pay for your services.
 - Get a copy of your health record. (Note: It will take time for us to fulfill your request.)
 - Understand any forms you are asked to sign.
- Have privacy.
 - Keep facts about you private. Except as allowed by law, Share Ourselves can't share facts about you unless you agree in writing.

You Have the Duty To

- Treat Share Ourselves team members with dignity and respect.
 - Refrain from treating them in a hostile, threatening, or vulgar manner.
 - Be free from the influence of any alcohol or illegal drugs while on Share Ourselves property.
- Be an active partner in your care.
 - Work closely with your care team to plan your care. This includes setting goals that you all agree on.
 - Understand the advice you get and ask questions when needed.
- Give us information.
 - Show us your identification and/or insurance card at each visit. This helps us make sure we have the right health record.
 - Tell us about any changes to your address, phone number, insurance coverage, or income.
 - Tell us about your health history. This includes facts about hospital stays and any medicines you take.
 - Tell us about any problems your treatments are causing.
 - Tell your care team when you need refills.
 - Tell us what care you want, and what care you don't want. We can give you examples of how to make an Advance Health Care Directive, if you'd like.
 - Tell us if your health record is wrong or incomplete.
 - Fill out required documents, such as insurance forms.
- Get needed care.
 - Go to scheduled visits on time. Call us if you are going to be late or need to cancel. We can help you reschedule your visit.
 - Follow the care plan that you and your care team made together. This includes taking your medicines as prescribed.
 - Work to make healthy choices.
 - Complete tests (like labs, x-rays, and EKGs) and see specialists in a timely way when needed

Share Ourselves Has the Duty To

- Work with you to promote your health and wellness.
- Give you custom care that fits your needs.
- Communicate with you in a language you understand.
- Be open and honest about treatment plans for your care.
- Advise you of any research or education projects that affect your care or treatment.
- Protect your privacy and personal health information.
- Treat you with respect, even when there is no cure for your health problem.
- Give you details about any services we charge you for.