

Patients' Rights

- **The Right to Information.** Patients have the right to receive accurate, easily understood information to assist them in making informed decisions about health care involving vybe urgent care facilities and professionals.
- **The Right to be Treated with Courtesy, Respect and Dignity.** Every patient has the right to respectful and considerate care given by competent personnel at the highest professional standard of care without discrimination. Equitable access to care and treatment regardless of age, race, color, creed, sexual orientation, national origin, impairment, personal values, and beliefs.
- **The Right to Participate in Decision Making Regarding care.** Patients have the right to fully participate in all decisions related to their health care. Patients who are unable to fully participate in treatment decisions have the right to be represented by parents, guardians, family members, or other conservators.
- **The Right to Refuse Care or Services.** Patients have the right to refuse care.
- **The Right to Identification.** Patients have the right to know the identity of physicians, medical assistants, and others involved in their care, as well as when those involved are students or other trainees.
- **The Right to Care Without Discrimination.** All patients have the right to considerate, respectful care from all vybe urgent care employees at all times and under all circumstances. Patients must not be discriminated against in the provision of health care services, consistent with the benefits covered in their policy and/or as required by law.
- **The Right to Privacy.** Patients have the right to communicate with health care providers in confidence and to have the confidentiality of their personally-identifying health care information protected.
- **The Right to Refuse the Release of Personal Health Information (except when permitted by law).**
- **The Right of Access to, and Request for, Amendment of his/her Medical Records.** Patients have the right to access information in their own clinical record including reviewing or copying records and the right to request amendments to the record.
- **The Right to Review.** Patients have the right to review and copy their own medical records and request amendments to their records, as well as have the information in their records interpreted or explained to them, except as restricted by law. Patients have the right to review any disclosures of their health information, in accordance with law and regulation.
- **The Right to an Interpreter.** Patients have a right to a medical interpreter when they see their doctor or their child's doctor.
- **The Right to Submit a Complaint or Grievance for Follow up by the Organization.** Patients have the right to a fair and efficient process for resolving any differences with vybe urgent care, its policies, guidelines, or team members. Complaints can be submitted to hello@vybe.care or by calling the Manager at your vybe location. The phone number for can be located on the vybe website at www.vybe.care
- **The Right to Have Acute Pain Issues Addressed.** vybe urgent care Urgent Care respects the patient's right to management of pain as appropriate and consistent with clinical practice guidelines.
- **The Right to Express Safety Concerns.** Patients have the right to contact Karen Gambrell, the vybe urgent care Safety Office at (215) 999-6060 with any safety concerns. Patients also have the right to contact The Pennsylvania Department of Health Quality Assurance Complaint Hotline at (800) 254-5164 to report any concern about patient safety which they feel vybe urgent care's management was unable to successfully address.
- **The Right to Receive Accurate and Easily Understood Information about his/her Health Plan, Healthcare Professional and Healthcare Facility.**

Patients' Responsibilities

- **The Responsibility Toward the Honest Disclosure of Information that may assist in Establishing a Diagnosis and an Appropriate Plan of Care.** In a health care system that affords patients their rights and protections, the patient must also take greater responsibility for maintaining good health.
- **The Responsibility to Inquire if any Portion of Care-giving or Follow-up are not Entirely Comprehended.** Patients should ask questions when they do not understand their care, treatment, or services or what they are expected to do.
- **The Responsibility to Follow Instructions.** Patients should follow their plan of care, treatment, or services. They should also express any concerns about their ability to follow the proposed plan. Patients should also accept their share of responsibility for outcomes of not following their plan of care, treatment, or service.
- **The Responsibility to Support an Environment where the Safety and Property of the Organization's Personnel and Customers are Respected.** Patients should be considerate of the organization's physicians, staff, and property, as well as other patients and their property.
- **The Responsibility to his or her Financial Commitments Toward Care.** Patients are expected to meet all financial obligations agreed to with vybe urgent care.
- **The Responsibility to Notify the Staff or Medical Provider if there are any Limitations (Cultural, Religious or Other) that may Limit the Care Provided or Pose Barriers to Providing Care.**