

PATIENT RIGHTS AND RESPONSIBILITIES

Patient Rights

- Dignified and respectful treatment including reasonable responses to requests
- Complete and understandable information about your diagnosis, treatment, and expected recovery
- Appropriate assessment and management of pain
- Access to names of anyone directly involved in your care
- Informed consent prior to any procedure
- Respect for your privacy including confidentiality of your patient information
- Access to your medical records
- Participation in decision making including the right to refuse treatment
- May leave the hospital at any time unless state statutes prohibit
- Examine your hospital bill and receive an explanation
- Initiate advance directives or do-not-resuscitate (DNR) orders
- Safe treatment and services
- Right to access the ethics committee for issues of concern
- Have your complaints reviewed by the hospital
- Right to care without discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression

Patient Responsibilities

- Respect the rights of other patients and hospital personnel
- Provide accurate, complete information about your symptoms, past illnesses, prior hospitalizations, medications, or any other matters relating to your health
- Report any changes in your health to those providing for your care
- Make known whether you clearly understand your treatment and what is expected of you
- Express your concerns to your health care provider
- Follow your prescribed treatment plan and the instructions of nurses and other hospital staff as they implement your plan of care
- Keep your scheduled appointments or, when unable to do so, notify the appropriate parties
- Take responsibility for your outcomes when refusing treatment or choosing not to follow your physician's treatment plan
- Fulfill financial obligations of your healthcare as promptly as possible

MEDDAC ALASKA

- Mission -

Provide United States Army Forces in Alaska with sustained health service support and force health protection to enable Total Force Readiness, promoting health and inspiring trust within our Military Community through high reliable healthcare delivery.

- Vision -

MEDDAC-Alaska is the premier healthcare delivery platform, providing expeditionary, responsive and medically ready and ready medical forces in support of USARAK and USAMDC missions to fight and win - anytime, anywhere.

If you have any questions or concerns, please contact the Clinic OIC / NCOIC

Translator service is available 24 hours a day.

Our facility is accredited by the Joint Commission.
www.jointcommission.org

Medical Department Activity - Alaska does not discriminate on the basis of race, religion, national origin, color, sex, age, veteran status, or disability.



Interactive Customer Evaluation Outpatient Satisfaction Survey



Please fill out and return to the nearest survey box
Or fill out online at
https://ice.disa.mil/index.cfm?fa=site&site_id=360

Ft Wainwright
907-361-5291

JBER
907-384-8163



**USA MEDDAC- ALASKA
Interactive Customer Evaluation (ICE)**

Please take a moment to complete this survey. Your comments will help us to improve our service to you.

Date: _____ Name/ Phone Number/email (Optional) _____

I was seen in (Clinic): _____

Would you like our patient advocate to follow up with you? Yes No

	<u>Excellent</u>	<u>Good</u>	<u>OK</u>	<u>Poor</u>	<u>Awful</u>	<u>N/A</u>
1. Facility Appearance.....	5	4	3	2	1	0
2. Employee/ Staff Attitude.....	5	4	3	2	1	0
3. Timeliness of service.....	5	4	3	2	1	0
4. Hours of Service.....	5	4	3	2	1	0

5. Did the product or service meet your needs?.....Yes No N/A

6. Were you satisfied with your experience at this office/ facility?.....Yes No N/A

Would you like to thank a particular staff member for the care they provided?

Status (Circle one):

Active Duty Family Member Reserves National Guard Retired Veteran Civilian Employee Other

Please share any comments or suggestions you have about your experience:

Thank you for sharing your time and feedback with us. Please place this survey in the comment box in the reception area or hand it to a staff member.