

Your Rights

- You have a right to receive considerate, respectful and compassionate care in a safe setting regardless of your age, gender, race, national origin, religion, sexual orientation, gender identity or disabilities.
- You have the right, as a BMRHC patient, to know your Patient Rights and exercise them.
- You have the right to a reasonable response to your request for treatment, within the scope of BMRHC's mission, capacity, and regulations.
- You have the right to confidential treatment. You also have the right to approve, or disapprove the release of any disclosures, or records-except when the release is required by law.
- You have the right to be informed about your diagnosis, treatments, and prognosis.
- You have the right to have a chaperone present during sensitive examinations upon request.
- You have the right to access information contained in your medical record as pursuant to State and Federal laws.
- You have the right, and are encouraged, to participate in the decisions about the intensity and scope of your treatment-within the limits of BMRHC's mission, and applicable laws.
- You have the right to health care that takes into consideration your psychological, spiritual, and cultural values.
- With your permission, you, your family, guardian, or legally authorized responsible person have the right to participate in decisions about your care, your treatment, and services provided.
- You have the right to be made aware of advanced directives, and to know how this organization will respond to such advanced directives.
- You have the right to agree or refuse to take part in medical research studies. You may withdraw from a study at any time without impacting your access to standard care.
- You have a right to voice your concerns about the care you receive. If you have a problem or complaint, please call our confidential compliance hotline at 833-222-7729. If you have a problem or complaint, the following agencies may be contacted:
Agencies-<https://humanservices.arkansas.gov/report-a-concern/>
You can make a report through the form and hotlines anonymously.
- Fraud Hotline for suspected fraud: 1-(800)-422-6641 or email ContactDHSFraud@arkansas.gov.
- Complaints concerning community-based providers may be submitted at:
<https://arkdhs.force.com/licensing/s/complaint/submit-complaint?tab=HCBS>
- Social Work Licensing Board:
https://www.healthy.arkansas.gov/images/uploads/pdf/ASWLBComplaint_Form.pdf
- Counseling Licensing Board:
<https://abec.statesolutions.us/wp-content/uploads/2020/10/ARBOEC-Complaint-Form.pdf>
- Arkansas Board of Nursing: To file a complaint regarding a nurse or nurse practitioner
<https://arsbn.boardsofnursing.org/complaint>
- Arkansas Medical Board: To file a complaint against a physician you will need to write a letter of complaint and mail, email or fax it to: (501) 296-1805, Regdis@armedicalboard.org
Arkansas State Medical Board

Your Responsibilities

- You are expected to provide complete and accurate information, including your full name, address, home and cell number, date of birth, social security number, insurance carrier, income, and employer when it is required.
- You are expected to provide complete and accurate information about your health and medical history, including present conditions, past illnesses, hospital stays, medicines, vitamins, herbal products and any other matters that pertain to your health, including perceived safety risks.
- You are expected to ask questions when you do not understand information or instructions. If you believe you cannot follow through with your treatment plan, you are responsible for telling your provider. You are responsible for outcomes if you do not follow the care, treatment, and service plan.
- You are expected to actively participate in your pain management plans and to keep your doctors and nurses informed of the effectiveness of your treatment.
- You are expected to treat all staff, other patients, and visitors with courtesy and respect; abide by all BMRHC rules and safety regulations; and be mindful of noise levels and privacy concerns.
- You are expected to provide complete and accurate information about your health insurance coverage and pay your bills in a timely manner.
- You have the responsibility to keep appointments, be on time, and call the clinic in enough time to offer your slot to someone else if you cannot keep your appointment.