



Individual Responsibilities Licensed Partner Sites

Best practice care is most effectively delivered with an individual's compliance. RightCare and our partners believe the facility and individuals, or their surrogates, have collective responsibility regarding effective care delivery. The following outlines the responsibilities of the individual, and/or their family members or surrogates in the caregiving relationship.

- **The Responsibility of effective communication.** In order for caregivers to deliver timely and appropriate care, individuals with the ability to do so, should effectively communicate necessary information regarding chief complaint, medical history, medications, allergies and Advance Directives. Individuals are responsible for providing and making immediately available all relative information and original documentation at time of need.
- **The Responsibility to respect triage priority.** Due to acute demand, there are times when caregivers may have limited resources. Patients should be aware of a caregiver's duty to be reasonably efficient and fair in providing care for anyone in need. For the benefit of those requiring care, caregivers are obligated to balance individual needs with consideration of triage priority. For example, a life threatening issue such as a heart attack is a higher priority than a broken limb.
- **The Responsibility for lifestyle choice.** Many healthcare issues can be attributed to lifestyle choice. A person's health depends on much more than medical services. Individuals are responsible for recognizing the impact of lifestyle on personal health and wellness.
- **The Responsibility of self-care.** In order to improve health or specific conditions, individuals must be compliant with prescribed treatment and follow-up. Non-compliance may worsen an individual's condition or prolong recovery. Individuals are responsible for telling their doctors and other caregivers if they are unable to comply or have concerns about following their prescribed treatment.
- **The Responsibility to ask questions.** To effectively participate in decision making, individuals should seek clarifying information or explanation about their health status or treatment if there are questions.
- **The Responsibility to provide accurate and up-to-date information.** Individuals are responsible for ensuring their health care institution has a copy of their written Advance Directives if they have one. To ensure end-of-life wishes are honored, individuals should maintain and make available proper, original documentation regarding medical history and Advance Directives if the response of emergency personnel is necessary.
- **The Responsibility to provide payment for services rendered.** Individuals are responsible for providing necessary information for insurance claims and working with facilities to make payment arrangement.

For additional information, please see our list of Consumer Questions to ask your potential care provider at www.rightcare.org.