

The U.S. Department of State's Bureau of Medical Services (MED) recognizes that the health and well-being of patients depends on a collaborative effort between patients and MED's medical service providers. Patients have both rights and responsibilities when they interact with MED staff at post health units, which are described below.

As a patient, you have the right to:

- Timely access to medical care.
- Be treated with dignity and respect by each MED health unit staff member.
- Medical care that is free from discrimination on the basis of age, sexual orientation, gender, race, ethnicity, national origin, language, disease, disability, or religion.
- Easy-to-understand information about your diagnosis and treatment options from your MED medical service provider.
- Ask your MED medical service provider questions so that you can make informed decisions about your health.
- Request the professional qualifications of the primary MED medical service provider rendering care.
- Communicate confidentially with your MED medical service provider.
- Privacy and confidentiality as outlined in the Notice of Privacy Practices (available at your health unit).
- Withdraw your consent, delay, or otherwise refuse examination, intervention, or treatment.
- Continuity of care – if for any reason you decide to seek care elsewhere, your MED medical service provider will work to coordinate your care in accordance with your wishes.
- Review and request amendments to your medical records.
- Provide confidential feedback about any matter that occurs in MED Health Units by available means, including the MED Feedback Survey, accessible at www.bit.ly/MEDFeedbackSurvey or by using the QR code below.

As a patient, you have a responsibility to:

- Conduct all your interactions with MED Health Unit staff members, other patients, and visitors in a respectful and polite manner. Verbal or physical intimidation, violence, or the threat of violence towards anyone will not be tolerated and will be reported to the appropriate authorities.
- Be honest and forthcoming with your MED medical service provider about the symptoms you are experiencing.
- Provide as complete a medical history as you can, which includes details and information about past illnesses, medications, hospitalizations, and other matters related to current health.
- Cooperate with agreed-upon treatment plans.
- Coordinate routine medical care and delivery of needed medications if you accept an assignment at a post where such care or medication may not be available.
- Fulfill financial responsibilities that are incurred when seeking medical care on the local economy.
- Understand that the Health Unit operates in a manner intended to protect patient safety, safeguard confidentiality, and reduce the risk of medical errors. Health Units adhere to established business hours, observe standard operating procedures, and provide care consistent with health unit capabilities and available resources.

**Bureau of Medical Services
Feedback Survey QR Code:**

