



## Point of Care Experience: Patient Bill of Rights

Routine visits to the doctor can be stressful and filled with anxiety. This is so common that the industry has coined a term, “White Coat Syndrome”, for when patient anxiety causes a higher than normal blood pressure reading in a medical environment.

A visit to the doctor’s office does not have to be an uncomfortable, anxiety-filled experience. As a patient, you deserve a better experience.

With that in mind, Midmark has identified a set of patient rights to help design a better patient experience at the point of care, resulting in improved care and outcomes.



All patients should be guaranteed the following:

1. An inviting environment that does not unduly make the patient feel uncomfortable, nervous or unsafe.
2. Prompt, timely care throughout their entire experience.
3. Interaction with the care team that is centered around the patient and reassures patients that care teams are listening to their concerns.
4. An exam room size and layout that accommodates the patient's mobility limitations (e.g., wheelchair, walker) and provides improved accessibility allowing them to maintain their dignity.
5. Technology and security procedures that allow the doctor to easily share important information with the patient while safeguarding protected health information.
6. A clean, uncluttered environment that does not expose the patient to possible infections or injury.
7. Maintenance of patient dignity and privacy as a top priority for the care team (e.g., weight taken in the exam room instead of in the hallway).
8. An exam chair that helps keep the patient comfortable during the visit and does not require them to strain or ask for assistance to get on and off of it.
9. Doctors and staff who are easily accessible when the patient has questions or concerns.
10. Confidence that the doctor and the staff are doing everything they can to provide the best care possible.