

PATIENT BILL OF RIGHTS

The patient has the right to:

- Be treated with dignity and respect.
- Receive complete and current information regarding his/her diagnosis, treatment and prognosis in terms he/she can understand. When it is not medically advisable to give the information to the patient, it will be made to the appropriate person on his/her behalf.
- Know by name and specialty, the practitioner responsible for the coordination of care.
- Receive service regardless of age, race, religion, sex, social status, political belief, disability or diagnosis.
- Privacy and confidentiality regarding information and records about his/her care and may approve or refuse to release information to any individual outside the FACILITY except as provided by law or a third party payment contract and in accordance with HIPAA privacy standards.
- Expect FACILITY to make a reasonable response to his/her requests.
- Obtain information on the relationship of FACILITY to other health care and related institutions insofar as his/her care is concerned.
- Receive reasonable coordination and continuity of care.
- Know the cost of care and treatment and receive an explanation of his/her financial responsibility upon request.
- Participate in decisions concerning his/her care and to refuse to participate in experimental treatment.
- Express dissatisfaction and suggest changes in any service without coercion, discrimination, reprisal, or unreasonable interruption of service.
- Receive information on FACILITY's policies for receiving, reviewing, and resolving customer complaints.
- Be fully informed of FACILITY's policies, procedures, and charges for services including criteria for third party reimbursement and receive an explanation of all forms that are requested to be signed.