

PATIENTS RIGHTS AND RESPONSIBILITIES

Audubon Orthopedics and Sports Medicine

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PATIENT RIGHTS:

Access to Care: Individuals are to be accorded impartial access to treatment that is available and medically indicated, regardless of race, creed, sex, or national origin.

Respect and Dignity: Each patient has the right to considerate and respectful care with recognition of his/her personal dignity.

Privacy and Confidentiality: Each patient has the right, within the law, to personal and informational privacy, as manifested by the following rights:

- To refuse to talk with or see anyone not officially connected with the organization, including visitors, or persons not directly involved in their care.
- To wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with medical procedures or treatment.
- To be interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy.
- To expect that any discussion or consultation involving the patient will be conducted discreetly and that individuals not directly in his/her care will not be present without his/her permission.
- To have his/her medical record read only by individuals directly involved in his/her care or in the monitoring of its quality and by other individuals only with the appropriate authorization or as required by law.
- To expect all communications and records pertaining to his/her care to be treated as confidential.

Identity: Each patient has the right to know the identity and professional status of individuals providing service to him/her and to know which physician or other practitioner is primarily responsible for his/her care.

Information: Each patient has the right to obtain, from the practitioner responsible for coordinating his/her diagnosis (to the degree known), treatment, and any known prognosis.

Communication: Patients who do not speak or understand English can have access to an interpreter. Patients who are hearing impaired or who have other communication disabilities can be provided with interpreters or other accommodation to facilitate

communication. Patient's guardian, next of kin, or legally authorized representative may exercise patient's right on behalf of patient, if patient is unable to do so.

Consent: Patients have the right to reasonable informed participation in decisions involving their health care. To the degree possible, this should be based on a clear, concise explanation of the patient's condition and of proposed procedures, including the possibility of any risk of death or serious side effects, problems related to recuperation, and probability of success. Except in an emergency, where patient's well being would be placed in jeopardy, a patient will not be subjected to medical/surgical procedures without his/her consent or that of his/her authorized representatives. Patients have the right to know who is responsible for authorizing and performing procedures or treatment. Patients shall be informed if a health care provider proposes to engage in or perform human experimentation or other research/educational projects affecting their care or treatment, and patients have the right to refuse to participate in any such activity.

Consultation: Each patient, at his/her own request and expense, has the right to consult with a specialist.

Refusal of Treatment: A patient may refuse treatment to the extent permitted by law. When refusal of treatment by the patient or his/her legally authorized representative prevents the provision of appropriate care in accordance with professional standards, the relationship with the patient may be terminated.

Transfer and Continuity of Care: If the organization cannot meet the needs or request for treatment because of a conflict with its mission or an incapacity to meet those needs or requests, the patient will be referred to another facility. The patient will receive complete information and explanation concerning the need for such referral. The referral must be acceptable to the receiving facility. A prompt and orderly referral is made by the patient's physician.

Patient Charges: Regardless of the source of payment for his/her care, the patient has the right to request and receive an itemized and detailed explanation of his/her bill.

PATIENT RESPONSIBILITIES

Provision of Information: Each patient has the responsibility to provide, to the best of his/her knowledge, accurate and complete information about present complaints, past illness, hospitalizations, medications and other matters relating to his/her health. He/She has the responsibility to report unexpected changes in his/her condition to the responsible practitioner. A patient is responsible for reporting whether he/she clearly comprehends a contemplated course of action and what is expected of him/her.

Compliance with Instructions: Each patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for his/her care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders, and as they

enforce the applicable organizations rules and regulations. The patient is responsible for keeping appointments and, when he/she is unable to do so for any reason, for notifying , as appropriate, the responsible practitioner or the office.

Refusal of Treatment: Each patient is responsible for his/her actions if he/she refuses treatment or does not follow the practitioner's instructions.

Office/Procedure Charges: Each patient is responsible for assuring that the financial obligations of his/her health care are fulfilled as promptly as possible.

Organization Rules and Regulations: Each patient is responsible for following organization rules and regulations affecting patient care and conduct.

Respect and Consideration: Each patient is responsible for being considerate of the rights of other patients and organization personnel and for assisting in the control of noise, smoking, and the number of visitors. The patient is responsible for being respectful of the property of other persons and of the organization.

CONFLICT RESOLUTION: Patients may contact Janene Goebel, Administrator at (504)455-0093 with concerns.