

Patient Rights and Responsibilities

PATIENT'S BILL OF RIGHTS:

Every patient has the right to be treated as an individual with his/her rights respected. The office and medical staff have adopted the following list of patient's rights:

PATIENT RIGHTS:

- To receive treatment without discrimination as to race, color, religion, sex, national origin, disability, or source of payment.
- To receive consideration and respectful care from competent personnel in a clean and safe environment. To be free from mental, physical, sexual and verbal abuse, neglect, exploitation and free from use of unnecessary restraints.
- To understand the indications of any procedures. To receive all the information they need to give informed consent for any procedure, including the possible risks and benefits of any procedures.
- To receive complete information regarding diagnosis, planned treatment and prognosis, as well as alternative treatments/procedures and the possible risks/side effects associated with treatment. If medically inadvisable to disclose to the patient such information, the information is given to a person designated by the patient or to a legally authorized individual.
- To participate in all decisions involving health care, except when such participation is contra-indicated for medical reasons.
- To refuse treatment in accordance with laws and regulations, to leave the office even against the advice of his/her physician and to be told what affects this may have on their health.
- To change their provider to another available provider.
- To assure safe use of equipment by trained personnel.

- To be provided privacy, confidentiality and integrity of all information and records regarding their care.
- To be provided privacy, safety and security of self and belongings during the delivery of patient care service.
- To have the right to access information contained in their medical record, to approve or refuse the release of their medical records except when it is required by law and to ask for an accounting of such.
- To be aware of fees for service and the billing process.
- To complain or file a grievance without fear of reprisals about the care and services that they are receiving.
- Has the right to be informed of any research or experimental projects and to refuse participation without compromise to the patient's usual care.
- The right to appropriate assessment and management of pain.
- The right to continuity of health care and to know in advance the time and location of appointment, as well as the physician providing the care. The physician may not discontinue treatment of a patient as long as further treatment is medically indicated, without giving the patient sufficient opportunity to make alternative arrangements.
- To be informed if the office has authorized other healthcare and educational institutions to participate in the patient's treatment. The patient also shall have a right to know the identity and functions of this institution and to refuse to allow their participation in the patient's treatment.
- Be informed by his/her physician or a delegate of his/her physician of the continuing health care requirements following his/her discharge from the office.
- To be assured that in the event of needed long-term care; this organization will provide the mechanisms to help advance the development of continuing quality care for those patients who require it.

PATIENT'S RESPONSIBILITIES:

- To provide accurate past and present medical history, present complaints, past illnesses, hospitalizations, surgeries, existence of advance directives, medication and other pertinent data.
- To follow the treatment plan prescribed by provider and for asking questions when they do not understand something regarding their care or treatment.

- For assuring that the financial obligations for health care rendered are paid in a timely manner.
- For their actions if they should refuse a treatment or procedure; or if they do not follow or understand the instructions given them by the physician or office employee.
- For keeping their office/procedure appointment. If they anticipate a delay or must cancel, they will notify the office as soon as possible.
- For the disposition of their valuables, as the office does not assume this responsibility.
- For showing respect and consideration to other people and property.
- To assure there are no children left unattended in the office at any time.

If you need a translator:

If you will need a translator, **please let us know** and one will be provided for you. If you have someone who can translate confidential, medical and financial information for you please make arrangements to have them accompany you on the day of your procedure.

Rights and Respect for Property and Person

The patient has the right to:

Exercise his or her rights without being subjected to discrimination or reprisal

Voice grievance regarding treatment or care that is or fails to be furnished

Be fully informed about a treatment or procedure and the expected outcome before it **is** performed

Confidentiality of personal medical information

Privacy and Safety

The patient has the right to:

Personal privacy

Receive care in a safe setting

Be free from all forms of abuse or harassment

Submission and Investigation of Grievances:

You have the right to have your verbal or written grievances submitted, investigated and to receive a written notice of the office's decision.

The following are the names and/or agencies you may contact:

GEORGIA GALIE-Business Manager

7350 Van Dusen Road Suite 250

Laurel, MD 20707

(voice) 301-498-5500 ext. 116 (fax) 301-498-7346

Office of Health Care Quality

Department of Health and Mental Hygiene

Spring Grove Hospital Center

Bland Bryant Building

55 Wade Avenue

Catonsville, Maryland 21228

Phone Number: (410) 402-8000

Toll-free: 1-877-402-8218

Email: ohcqweb@dohmh.state.md.us

State website-<http://www.dohmh.maryland.gov/>

Sites for address and phone numbers of regulatory agencies:

Medicare Ombudsman website-www.medicare.gov/Ombudsman/resources.asp

Medicare: www.medicare.gov or call 1-800-MEDICARE (1-800-633-4227)

Office of the Inspector General: <http://oig.hhs.gov>