

Patient Rights and Responsibilities

RIGHTS

1. The privacy of all patients will be respected at all times. Patients will be treated with respect, consideration and dignity.
2. Patients will receive assistance in a prompt, courteous and responsible manner.
3. Patients medical records are considered confidential. Except as otherwise required by law, patient records and/or portions of records will not be released to outside entities or designated representatives without expressed written approval.
4. Patients have the right to know the identity and status of individuals providing services to them.
5. Patients, or legal authorized representatives, have the right to thorough, current and understandable information regarding their diagnosis, treatment options and prognosis, if known, and follow-up care. All patients will sign informed consent forms after all information has been provided and their questions answered.
6. Patients have the right to refuse treatment and to be advised of the alternatives and consequences of their decisions. Patients are encouraged to discuss their objectives with their provider.
7. Patients have the right to refuse participation in experimental treatment and procedures. Should any experimental treatment be considered, it will be fully explained to the patient prior to commencement.
8. Patients have the right to express complaints about the care they have received and to submit their grievance to the Administrator within 14 days of the occurrence. Upon receipt of your grievance, the Administrator will complete a thorough investigation within 14 days. At that point the issue will be brought to the attention of the Medical Director and your grievance will be responded to within 30 days received. (See address and numbers below.)
9. Patients have the right to be provided with information regarding emergency and after -hour care.
10. Patients have the right to obtain a second opinion regarding the recommended procedure. Responsibility for the expense of the second opinion rests solely with the patient.
11. Patients have the right to a safe and pleasant environment during their stay.
12. Patients have the right to be provided with informed consent forms as required by the laws of the State of Georgia.

Dept. of Community Health
Attn: Complaints Dept.
Suite 2100
2 Peachtree St., NW
Atlanta, GA 30303-3142
404.657.5726
1.800.878.6442

Website for Medicare Beneficiary Ombudsman: www.medicare.gov
Phone Number: 1.800.MEDICARE

RESPONSIBILITIES

1. Patients are expected to provide complete and accurate medical histories including providing information on all current medications, keep all scheduled pre and post-procedure appointments and comply with treatment plans to help ensure appropriate care.
2. Patients are responsible for reviewing and understanding the information provided by their Physician or nurse. Patients are responsible for understanding their insurance coverage and the procedures required for obtaining coverage.
3. Patients are responsible for providing insurance information at the time of service and to notify the receptionist of any changes in information regarding their insurance or medical information.
4. Patients will be provided, upon request, all available information regarding services available at the Office and the Center, as well as information about the estimated fees and options for payment.
5. Patients are responsible for paying all charges for co-payments, co-insurance, deductible and the full fee for non-covered services at the time of, or prior to, the procedure unless other arrangements have been made in advance with the Billing Office.
6. Patients are responsible for treating Physicians and Staff in a courteous and respectful manner.
7. Patients are responsible for asking questions about their medical care and for seeking clarification from their physician of the services to be provided until they fully understand the care they are to receive.
8. Patients are responsible for following the advice of their provider and for considering the alternatives and/or likely consequences if they refuse to comply.
9. Patients are responsible for expressing their opinions, concerns or complaints to the appropriate personnel(the administrator) in a constructive manner.

08/2011