

**Being Sick or Hospitalized** can be a very frightening experience. Patients find themselves thrown into a unfamiliar environment and often feel that they have very little or no control over what is happening to them.

Dealing with an illness is stressful for patients as well as family members. This stress is magnified by the busy and seemingly impersonal environment of the hospital or medical facility. In this situation, patients often feel intimidated about voicing their concerns related to their care. Please do not be afraid to ask questions.

All patients have an absolute right to an understandable explanation of their complete medical condition, recommended treatment, expected results, risks and reasonable medical alternatives. Should the treating physician conclude that this information would be detrimental to the patient's condition at the time, a family member, next of kin, or designated person must be provided with the necessary information.

No patient's question is a silly question. It is the doctor's obligation to help you fully understand all significant information and to make your own informed decisions based on this knowledge. You have the right to insist on clear explanations of all treatment, including any tests, procedures and medications. Patients have the right to play an active role in developing their plan of care. You should not hesitate to ask any and all healthcare providers what they are doing and/or giving and why.

If you find any healthcare discussion difficult to understand, do not be embarrassed to say so and ask to have it explained in a simpler way. It's your body and you have a right to fully understand what is going on.

You also have the right to be treated with respect and to have your privacy protected. The hospital or medical staff must be sensitive to your situation regardless of diagnosis, disabilities, cultural, race, background, religious, age or gender differences and must address any specific needs you may have.

You have the right to have your information treated confidentially. Information in your medical record may not be released without your approval, unless authorized in writing by you or as required by law. You have the right to inspect your medical record upon request by you or your representative.

Patients have many rights and protections guaranteed under State and Federal law. Don't feel that you must "do as you are told". The following are some of the rights that every patient should be aware of:

## **STATEMENT OF PATIENT'S RIGHTS**

### **1) YOU ARE ENTITLED TO:**

**Be** treated with courtesy and consideration at all times by our staff and other personnel in our office.

### **2) YOU ARE ENTITLED TO:**

**A** courtesy and capable person handling your medical matters competently and diligently, in accordance with the highest standards of the profession. If you are not satisfied with how your matter is being handled, you have the right to withdraw from our association and end your relationship with us at any time.

### **3) YOU ARE ENTITLED TO:**

**Our** staff independent professional judgment and undivided loyalty uncompromised by conflicts of interest.

### **4) YOU ARE ENTITLED TO:**

**Understand** and read the HIPAA statement that authorizes the release of any information, necessary to process your application or insurance claim and also assign our association to process and/or make payments on your behalf for services rendered if applicable. As a part of our service we will submit your insurance claim(s) if appropriate.

### **5) YOU ARE ENTITLED TO:**

**Have** your questions and concerns addressed in a prompt manner and have your phone calls returned promptly.

### **6) YOU ARE ENTITLED TO:**

**Be** kept informed as to the status of your matter and to request and receive copies of paperwork if necessary. You are entitled to sufficient information to allow you to participate meaningfully in the outcome of your matter.

### **7) YOU ARE ENTITLED TO:**

**Privacy** in your dealings with our staff and to have your secrets and confidences preserved to the extent permitted by law.

### **8) YOU ARE ENTITLED TO:**

**Have** our staff conduct himself or herself ethically in accordance with the Code of Professional Responsibility.

### **9) YOU SHALL NOT BE:**

**Refused** assistance on the basis of diagnosis, age, race, creed, color, religion, sex, sexual orientation, national origin or disability.