



Patient Bill of Rights

The patient has the right to:

1. Be treated with dignity and respect.
2. 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.
3. Know by name and specialty, the practitioner responsible for the coordination of care.
4. Receive service regardless of age, race, religion, sex, social status, political belief, disability or diagnosis.
5. Privacy and confidentiality regarding information and records about his/her care and may approve or refuse to release information to any individual outside the Medical Center Orthotics and Prosthetics except as provided by law or a third party payment contract and in accordance with HIPAA privacy standards.
6. Expect Medical Center Orthotics and Prosthetics to make a reasonable response to his/her requests.
7. Obtain information on the relationship of Medical Center Orthotics and Prosthetics to other health care and related institutions insofar as his/her care is concerned.
8. Receive reasonable coordination and continuity of care.
9. Know the cost of care and treatment and receive an explanation of his/her financial responsibility upon request.
10. Participate in decisions concerning his/her care and to refuse to participate in experimental treatment.
11. Express dissatisfaction and suggest changes in any service without coercion, discrimination, reprisal, or unreasonable interruption of service.
12. Receive information on Medical Center Orthotics and Prosthetics policies for receiving, reviewing, and resolving customer complaints.
13. Be fully informed of Medical Center Orthotics and Prosthetics 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.