

Patient Rights

You or your representative have the right to:

Decision Making

- Be informed of your rights before patient care is given or discontinued whenever possible.
- Receive complete and current information regarding your health status in terms that you can understand.
- Participate in care, planning treatment and discharge recommendations.
- Receive an explanation of any proposed procedure or treatment, including risks, serious side effects and treatment alternatives.
- Make informed decisions regarding care and treatment.
- Participate in managing your pain effectively .
- Request a specific treatment.
- Refuse or discontinue a treatment to the extent permitted by law and to be informed of the consequences of such refusal.
- Request a second opinion.
- Have persons of your choice and your physicians promptly notified of admission.
- Write a Living Will, Medical Power of Attorney, and/or a CPR Directive.
- Accept, refuse or withdraw from clinical research.
- Choose or change your healthcare provider.
- Receive care and/or a referral according to the urgency of our situation. When medically stable, you may be transferred to another facility after the need has been fully explained.

Access to Medical Records

- Review and get a copy of the your Medical Records at any time (Behavioral Health Records are an exception.).

Patient Rights

Quality of Care

- Respectful treatment, which recognizes and maintains your dignity and values.
- Care in a safe setting.
- Identification of all healthcare providers.
- Know who is primarily responsible for your care.
- Pastoral and/or spiritual support.
- Interpreters and/or special equipment to assist language needs.
- Information about continuing healthcare requirements following discharge.

Confidentiality and Privacy

- Personal privacy.
- Personal information being shared only with those who are involved in your care.
- Confidentiality of your medical and billing records.

Seclusion and Restraints

- To be free of any sort of restraints unless medically necessary.
- Be free from seclusion or restraint for behavioral management unless there is a need to protect your physical safety or the safety of others.

Billing

- A complete explanation of your bill.

Patient Responsibilities

You have the responsibility of:

Providing Information

- Provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other health-related matters.
- Report perceived risks in your care and unexpected changes in your condition.
- Understand your treatment plan and ask questions when needed.
- Provide accurate and updated information for insurance and billing.

Involvement

- Actively participate in your treatment by following your recommended treatment plan.

Respect and Consideration

- Act in a respectful and considerate manner toward healthcare provider, other patients and visitors.
- Respect the property of others.
- Be mindful of noise levels.

Insurance Billing

- Know the extent of your insurance coverage.
- Know your insurance requirements: such as pre-authorization, deductibles, coinsurance and co-pays.
- Call the billing office with questions and concerns.
- Fulfill your financial obligations as promptly as possible.

If you have questions about your patient rights or patient responsibilities, please contact the Orthopedic Surgery Center at (406) 257-6700.