



## **PATIENT RIGHTS & RESPONSIBILITIES**

### **PATIENT RIGHTS**

1. You have the right to receive care that is free of discrimination, respectful of your personal privacy, personal values, dignity, and beliefs. Fayetteville Vascular and Vein Center, P.A prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sexual orientation and gender identity or expression.
2. You have the right to receive care in a safe environment free from all forms of abuse, neglect, or mistreatment.
3. You have the right to be called by your proper name and to be in an environment that maintains dignity and adds to a positive self-image.
4. You have the right to confidentiality, privacy, and security of your healthcare information.
5. You have the right to confidential medical records. Except as otherwise required by law, your entire records and/or portions of your records will not be released to outside entities or individuals without you and/or your designated representatives' expressed written approval. You would be given the opportunity to approve or refuse the release of your medical records
6. You have the right to agree or refuse the use of recording, films, or other pictures used for reasons other than your care.
7. You have the right to know the identity and status of individuals providing service to you.
8. You have the right to change providers if you so choose. You would be informed of the credentials of all staff members who will be providing care during your stay.
9. Unless participation is medically contraindicated, you have the right to participate in all decisions involving your healthcare.
10. You have the right to refuse care/treatment to the extent permitted by law. Your care provider will explain the medical consequences of refusing recommended treatment. You are encouraged to discuss care objectives with your provider.
11. You have the right to have your compliments, concerns, and complaints/grievances addressed. Your concerns will not affect your access to care, treatments, or services. Please direct your comments to the medical director or office manager who will complete an" Incident

Notification” and bring the issue to the attention of the provider in a timely manner so the grievance may be address.

12. You have the right to be provided with information regarding emergency and after-hours care.
13. You have the right to obtain a second opinion regarding the recommended procedure. Responsibility for the expense of the second opinion rests solely with the patients.
14. You have the right to have visitors at the clinic as long as visitation does not encumber clinic operations and the rights of other patients are not infringed.
15. You have the right to participate in or decline to participate in research. You may decline at any time without compromising your care or treatment.
16. You have the right to an interpreter if one is required.
17. You have the right to be provided informed consent forms as required by the laws of the State of North Carolina
18. You have the right to truthful marketing and/or advertising regarding the competence and capabilities of the clinic and its staff.
19. You have the right to receive information about advance directives (Living Will, Healthcare Power of Attorney), obtain assistance in completion of advance directives, and have advance directives honored once legally executed and available on the medical record.
20. You have the right to be provided, upon request, all available information regarding services available at the clinic, as well as information about estimated fees and options for payment.
21. You have the right to be involved in end of life care decisions to include withholding life sustaining treatments, resuscitative services, and organ/ tissue donation.
22. You have the right to approve the release of your medical records to other care providers, legal representatives and other persons you designate.

## **PATIENTS RESPONSIBILITIES**

- You are expected to provide complete and accurate information, including your full name, address, home telephone number, date of birth, Social Security number, insurance carrier and employer when it is required.
- You are expected to provide complete and accurate information about your health and medical history, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products, and any other matters that pertain to your health, including perceived safety risks.
- You are responsible for keeping all schedule pre- and post-procedure appointments and complying with treatment plans to help ensure appropriate care.
- You have the responsibility to keep appointments, be on time, and call your health care provider if you cannot keep your appointments.
- You are responsible for reviewing and understanding the information provided by your physician or nurse. You are responsible for understanding your insurance coverage and the processes required for obtaining coverage.
- You are expected to ask questions when you do not understand information or instructions. If you believe you cannot follow through with your treatment plan, you are responsible for telling your doctor. You are responsible for outcomes if you do not follow the care, treatment, and service plan.
- You are responsible for providing insurance information at the time of your visit and for notifying the receptionist of any changes in information regarding your medical insurance or medical history.
- You are expected to meet your financial responsibility to the facility, to pay for your care (after any insurance payments have been made) or ask for financial assistance.
- You are responsible for paying all charges for co-payments, co-insurance and deductibles or for non-covered services at the time of the visit unless other arrangements have been made in advance with the clinic administrator.
- You are responsible for treating physicians, staff and other patients in a courteous and respectful manner.
- You are responsible for expressing your opinions, concerns or complaints in a constructive manner to the appropriate personnel at the Clinic.