

PATIENT RIGHTS AND RESPONSIBILITIES

Your Rights as a Patient

When you are well informed, participate in treatment decisions, and talk openly with your doctor and office staff, then you help make your care more effective.

Patient Rights – You have a right to:

- Considerate, respectful, and safe care.
- Receive care in a safe setting.
- Be free from any act of discrimination, reprisal and all forms of abuse and harassment.
- Know the names and roles of the people caring for you here.
- Respectful and effective pain management.
- Involve your health care proxy or significant others in the decision-making process for medical decisions.
- Make informed decisions regarding your care; or have your representative make them for you as appropriate.
- Receive information regarding Advance Directives - available upon request. If one is filled out it will be documented in both the PM and EMR systems.
- Reasonable continuity of care and to know in advance the time and location of an appointment as well as the doctor you are seeing.
- Full consideration of privacy and confidentiality of your medical information. Your written permission will be obtained prior to releasing any medical information. When we do release your information to others, we ask them to keep them confidential.
- Review your medical record and ask questions unless restricted by law.
- Know of any relationships with other parties that may influence your care.
- Know about rules that affect your care and about charges and payment methods. You have a right to receive and examine an explanation of your bill regardless of the source of payment.
- Choose your own physician or an external physician not in our practice.
- Be informed of any malpractice insurance issues or the absence of malpractice insurance.
- Be aware that any marketing or advertising regarding the competence and capabilities of the organization is not misleading.
- Personal privacy.
- If a patient is adjudged incompetent under applicable State laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patients' behalf.
- If a state court has not adjudged a patient incompetent, any legal representative or surrogate designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by State law.
- Voice your concerns, complaints, or problems with the care you received or failed to receive by contacting our office manager or administrator. If we are unable to satisfactorily address your complaint, you may contact the NC Medical Board via e-mail at complaints@ncmedboard.org, by telephone at 919-326-1100/1-800-253-9653, by an online form available at www.ncmedboard.org, or in writing to Judie Clark, Director, Complaint Department, P.O. Box 20007, Raleigh, NC 27619. You can also contact www.cms.hhs.gov/center/ombudsman.asp which is the website for the Office of the Medicare Beneficiary Ombudsman; or the Division of Health and Human Services (DHHS) by telephone at 1-800-662-7030 or in writing to 2001 Mail Service Center, Raleigh, NC 27699-2001.

Upon request, information is available about:

- Services available at TGI
- Provisions for after hours and emergency care
- Patient conduct, responsibilities and participation
- Fees for services
- Payment policies
- The right to refuse to participate in experimental research
- Advance directives, living wills, NC health and safety laws, and medical power of attorney
- The credentials of our health care professionals

Patient Responsibilities - You agree to:

- Provide accurate and complete information to the best of his/her ability about his/her health, any medications, including over the counter products and dietary supplements, and any allergies or sensitivities.
- Make known whether you clearly comprehend your medical care and what is expected of you in the plan of care.
- Follow the treatment plan and care instructions given to you.
- Provide a responsible adult to transport you home from the facility and remain with you for the period stated by the doctor or 24 hours.
- Inform the doctor about any living will, medical power of attorney, or other directive that could affect your care.
- Keep appointments and notify us if you are unable to do so.
- Accept responsibility for your actions if you refuse planned treatment or do not follow your doctor's orders.
- Accept personal financial responsibility for any charges not covered by his/her insurance.
- Follow facility policies and procedures
- Be considerate of the rights of other patients as well as all the healthcare professionals and staff.
- Be respectful of your personal property and of others in the facility.
- Inform the staff of any discomfort or pain and patient safety issues.
- Share your values, beliefs, and traditions to help the staff provide appropriate care.