



## **PATIENT'S BILL OF RIGHTS AND RESPONSIBILITIES**

### **The Facility has adopted the following policies concerning Patient's Rights:**

1. Patients have the right to receive considerate and respectful care, be treated with dignity, be free from all forms of abuse or harassment, and be free from any act of discrimination or reprisal.
2. The patient has the right to obtain durable medical equipment and ancillary services from a provider of their choice.
3. The patient has the right to expect that all disclosures and records pertaining to his/her care should be treated as confidential. The patient has the right to approve or refuse the release of their medical records, except when the release is required by law.
4. Patients have the right to personal privacy. The patient has the right to every consideration of his/her privacy concerning his/her medical care program including discussion of the case, consultation, and examination and treatment.
5. The patient or, as appropriate, the patient's representative has the right to receive from his/her physician or medical provider, information necessary to provide informed consent prior to the start of any procedure and/or treatment including expected outcomes.
6. The patient has the right to refuse treatment and/or to change physicians and medical provider, and to be informed of medical consequences of his/her action.
7. The patient has the right to obtain from his/her physician complete current information concerning his/her diagnosis, evaluation, treatment and prognosis to the degree known in terms and language that the patient, patient representative, or patient surrogate understands.
8. The patient has the right to examine and receive explanation of his/her bill regardless of source payment, fees for service, and payment policies.
9. The patient has the right to be advised if the facility proposes to engage in or perform human experimentation affecting his/her care or treatment. The patient has the right to refuse to participate in such research projects.
10. The patient and/or patient's representative has right to expect reasonable continuity of care including provision of a mechanism whereby he/she is informed by his/her physician or delegate of the physician of the patient's continuing health care requirements following discharge including how to contact his/her physician after hours and what to do in care of an emergency.
11. Patients have the right to have information available regarding the credentials of the health care professionals providing their care.

12. The patient has the right to have information available regarding services provided at the organization.

### Patient's Rights and Responsibilities

13. The patient has the right to have information available regarding their conduct expectations, responsibilities, and participation prior to their care.
14. The patient has the right to expect that marketing and advertising information is accurate and not misleading
15. Patients have the right to call or write to the Compliance Officer at this facility to express suggestions, complaints, and grievances, including those required by state and federal regulations. Address is 225 Abraham Flexner Way, Louisville, KY, 40202, telephone 502-562-0371. Patients may also contact the following hotlines:

Medicare: 800-633-4227

Board for Orthotic Certification: 877-776-2200

Kentucky State Consumer Protection Division: 502- 696-5389.

Indiana State Consumer Division: 800-382-5516

16. Patient are provided with information about any absence of malpractice insurance coverage.
17. 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 patient's behalf. If a state court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by state law.
18. The facility must inform the patient or the patient's representative of the patient's rights and must protect and promote these rights. These rights will be posted on our website and the patient portal.

### **The Facility has adopted the following policies concerning Patient's Responsibilities**

1. It is the patient's responsibility to fully participate in decisions involving his/her own health care, to follow the treatment plan, and to accept the consequences of these decisions except when such participation is contraindicated for medical reasons.
2. The patient is responsible for providing complete and accurate information about his/her health, any medications, including over-the-counter products and dietary supplements, and any allergies or sensibilities.
3. It is the patient's responsibility to inform his/her provider about any living will, medical power of attorney or other directive that could affect his/her care.
4. It is the patient's responsibility to accept personal financial responsibility for any charges not covered by his/her insurance.

5. It is the patient's responsibility to be respectful of all the health care professionals and staff, as well as other patients.