



Providing Brace, Service and Education...The Easy Way

PATIENT BILL OF RIGHTS

1. Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care
2. Be informed, both orally and in writing, in advance of care being provided, of the charges, including payment for care/service expected from third parties and any charges for which the client/patient will be responsible
3. Receive information about the scope of services that the organization will provide and specific limitations on those services
4. Participate in the development and periodic revision of the plan of care
5. Refuse care or treatment after the consequences of refusing care or treatment are fully presented
6. Be informed of client/patient rights under state law to formulate an Advanced Directive, if applicable
7. Have one's property and person treated with respect, consideration, and recognition of client/patient dignity and individuality
8. Be able to identify visiting personnel members through proper identification
9. Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property
10. Voice grievances/complaints regarding treatment or care, lack of respect of property or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal
11. Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated
12. Confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information
13. Be advised on agency's policies and procedures regarding the disclosure of clinical records
14. Choose a health care provider, including choosing an attending physician, if applicable
15. Receive appropriate care without discrimination in accordance with physician orders, if applicable
16. Be informed of any financial benefits when referred to an organization
17. Be fully informed of one's responsibilities

RESPONSIBILITIES OF THE PATIENT

1. To provide complete and accurate information concerning your present health, medication, allergies, etc., when appropriate to your care/service.
2. To inform a staff member, as appropriate, of your health history, including past hospitalizations, illnesses, injuries, etc.
3. To involve you, as needed and as able, in developing, carrying out, and modifying your home care service plan, such as properly cleaning and storing your equipment and supplies.
4. To review the organization's safety materials and actively participate in maintaining a safe environment in your home.
5. To request additional assistance or information on any phase of your health care plan you do not fully understand.
6. To notify your attending physician when you feel ill, or encounter any unusual physical or mental stress or sensations.
7. To notify the organization prior to changing your place of residence or your telephone number.
8. To notify the organization when encountering any problem with equipment or service.
9. To notify the organization if you are to be hospitalized or if your physician modifies or ceases your prescription.
10. To notify the organization of denial and/or restriction of the organization's privacy policy.