

# Your Rights as Our Patient

## Quality Treatment You Can Expect

### As a patient being treated in our office, you have a right to:

- Considerate, respectful treatment from all involved with your medical care.
- The names and roles of the people caring for you in our practice.
- A competent and skilled treatment team and staff.
- Have your medical records treated confidentially following HIPAA guidelines.
- Full disclosure about your illness to include; diagnosis, recommended treatment plan and prognosis in a manner in which you understand and feel comfortable
- Receive thorough information about all recommended procedures and/or surgeries both in our ASC or outside facilities if performed by one of our doctors
- Give informed consent prior to the start of all procedures.
- Be advised of participation in a medical care research program or donor program. (You will be asked to give your informed consent prior to participation in such a program, and you may refuse to continue in a program that you have previously given informed consent to at any time during the program following program guidelines for opting out)
- Refuse drugs or procedures and have a physician explain the medical consequences of your refusal.
- Receive medical and nursing services without discrimination based upon age, race, color, religion, national origin, handicap, disability or source of payment.
- Have access to an interpreter as requested following office guidelines.
- Access to all information contained in your medical record, within a reasonable time, unless access is specifically restricted by your attending physician for medical reasons or is prohibited by law.
- Best practices for a private medical practice as it relates to scheduling and time management for all involved; patients, physicians and office staff.
- Full explanation of all medical charges and bills related to your medical treatment (and medical bills for your MINOR children and those that you have written release for)
- Be informed at your request of your provider's credentials.
- Receive ambulatory center (ASC) services without discrimination based upon race, color, religion, gender, national origin, or payer. The ASC is not required to provide uncompensated or free care and treatment unless otherwise required by law.
- Appropriate and professional communication in a timely manner between our physicians and others caring for you in order to provide continuity of care.
- Receive information regarding Advance Directives (available upon request). You have a right to develop a living will or healthcare power of attorney; however, these will not be honored in our facility. If an emergency occurs, we will start CPR if needed, EMS will be called and you will be transferred to the nearest hospital.
- Voice your concerns, complaints or issues about your care following our grievances process or by contacting our Practice Administrator at (301) 645-8035 and Medicare patients may contact the Ombudsman at:  
[www.medicare.gov/ombudsman/resources.asp](http://www.medicare.gov/ombudsman/resources.asp)