



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

### **Each patient treated at the *MVS Wound Care and Hyperbarics*. has the right to:**

- Be treated with respect, consideration and dignity at all times;
- Respectful care given by competent personnel with consideration of his/her privacy concerning their medical care.
- Be given the name of his/her attending physician, the names of all other physicians directly assisting in his/her care, and the names and functions of other health care personnel having direct contact with him/her;
- Make decisions concerning health care, including the right to accept or refuse treatment and have a physician explain the medical consequences of his/her refusal of treatment;
- Consult with another physician or change providers if other qualified providers are available.
- Make an advance directive, including a living will, and have access to the Center's policies and procedures regarding advance directives;
- Have their medical records treated confidentially, and, except when required by law, given the opportunity to approve or refuse their release;
- Know what Center rules and regulations apply to his/her conduct as a patient;
- Expect emergency procedures to be implemented without unnecessary delay; in the event the need to transfer the patient to another center is necessary, the responsible person and the center that the patient is transferred to will be notified prior to transfer;
- Good quality of care and high professional standards that are continually maintained and reviewed;
- Full information in layman's terms concerning diagnosis and treatment; if it is not medically advisable to give this information to the patient, the information shall be given to the responsible person on his/her behalf;
- Information on after-hour and emergency care;
- Be given an informed consent by the physician prior to the start of any procedure;
- Have access to an interpreter when needed and whenever possible;
- Be advised of participation in a medical care research program or training class observation; the patient shall give consent prior to participation in such a program; a patient may also refuse to continue in a program that he/she has previously given informed consent to participate in;
- Medical and nursing services without discrimination based upon age, race, color, religion, sex, national origin, handicap, disability, or source of payment;

It is the policy of *MVS Wound Care and Hyperbarics* doctors, nurses, technicians and other administrative staff members to respect your individuality, dignity and privacy, and to make your stay as pleasant as possible. As a patient at *MVS Wound Care and Hyperbarics*., you have rights that protect your interests. You also have responsibilities to help us to provide you with efficient, care of high quality. Together, these rights and responsibilities provide the basis for a positive, mutually beneficial patient-physician relationship. A copy of this policy is posted in the reception area and a copy can be obtained upon request



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Each patient treated at the *MVS Wound Care and Hyperbarics* has the right to:

- Receive a copy of the Center's Privacy Notice upon request;
- Inspect information contained in his/her medical record as outlined in the Privacy Notice;
- Request restrictions on uses and disclosures of his/her protected health information;
- Receive information regarding services available at the Center;
- Request to receive confidential communication from the Center by alternative means;
- Request amendments to his/her protected health information;
- Receive an accounting of disclosures of his/her protected health information;
- Accurate information regarding the competence and capabilities of the committee and credentials of its providers;
- Receive information regarding methods for expressing suggestions, grievances and external appeals to the committee;
- Information regarding fees for services and payment policies;
- Know that the marketing or advertising regarding the competence and capabilities of the committee is not misleading.

Each patient treated at the *MVS Wound Care and Hyperbarics* has the responsibility to:

- Follow instructions given by his/her attending physician, technicians, regarding hyperbaric treatment and wound care;
- Provide the staff with all medical information which may have a direct effect on the care provided at the Center;
- Provide a copy of their advance directive to the attending physician and Center (if applicable);
- Provide the Center with all information regarding third party insurance coverage;
- Fulfill financial responsibility for all services received as determined by the patient's insurance carrier and the Center.



## **PATIENT RESPONSIBILITIES**

***While at MVS Wound Care and Hyperbarics, your physician is obligated to exercise good medical judgment in order to help you. It is your responsibility to cooperate in the treatment program that your doctor specifies.***

1. It is your responsibility to ask questions immediately if you do not understand instructions concerning your health or if you feel you cannot follow the instructions.
2. It is your responsibility to keep all scheduled appointments, or to contact the office when you cannot keep an appointment.
3. It is your responsibility to provide honest information about past illnesses, hospitalizations, medications and other matters relating to your health.
4. You are expected to show consideration for the privacy and comfort of other patients and medical personnel and to assist in the control of noise. You are also expected to be respectful of the property of other persons, and the property and staff of *MVS Wound Care and Hyperbarics*.
5. Duly authorized members of your family are expected to be available to office personnel for review of your treatment in the event you are unable to communicate with the physicians or nurses.
6. You have a responsibility to help us reduce your risk of injury by following the safety guidelines provided by our medical staff.
7. You have a responsibility to provide information necessary for insurance processing of your bills, to be prompt about payment of your bills and to ask any questions you may have concerning your bills.

***If you are concerned about or displeased with any aspect of your care, we ask that you discuss the problem with the Chief Compliance Officer, Taryn Nelson [tnelson@mvsoundcare.com](mailto:tnelson@mvsoundcare.com) Communication between you and our team is an important element in good health care. Suggestions or comments you make following discharge or during treatments are appreciated.***