

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

### **Each patient receiving service shall have the following rights and responsibilities:**

- The right to expect services ordered will be available and provided timely. If referral to an alternative source is required, to be informed as soon as possible;
- The right to participate in decisions involving care, including all information concerning diagnosis in a form that can be reasonably expected to understand;
- The right to be informed of policies and procedures, including eligibility for insurance reimbursement and financial responsibility;
- The right to be informed of names, titles and qualifications of staff delivering service;
- The right to receive prescribed equipment and supplies in a safe and timely manner;
- The right to be fully informed, prior to or at time of admission, the right to participate in the plan for care and/or any change in the plan before it is made;
- The right to be fully informed, prior to or at time of admission, Park Avenue Orthotics, Inc. grievance procedures which includes contact names, phone numbers, hours of operation and how to communicate problems to the company;
- The right to receive a documented response from Park Avenue Orthotics, Inc. regarding investigations and resolution of the grievance;
- The right to be notified in advance of treatment options, transfers, and when and why care will be discontinued;
- The right to receive and access services consistently and in a timely manner in accordance with Park Avenue Orthotics, Inc. policy;
- The right to be referred to another provider organization if Park Avenue Orthotics, Inc. is unable to meet the patient's needs or if the patient is not satisfied with the care they are receiving;
- The right to not receive any experimental treatment without the patient's specific agreement and full understanding of information explained;
- The right to be free from any mental abuse, physical abuse, neglect or exploitation of any kind by Park Avenue Orthotics, Inc. staff;
- The right to have property treated with respect and consideration;
- The right to confidentiality of clinical records;
- The right to information regarding Park Avenue Orthotics, Inc. liability insurance upon request;
- The responsibility to comply with the physician's prescribed treatment;
- The responsibility to make known whether the patient understands the products and services provided;
- The responsibility to plan for any emergencies that may occur in the home;
- The responsibility to respect the rights, professional integrity and dignity of those providing care;
- The responsibility to notify Park Avenue Orthotics, Inc. staff if they wish to cancel services;
- The responsibility to notify Park Avenue Orthotics, Inc. staff if unavailable for a scheduled visit;
- The responsibility to contact Park Avenue Orthotics, Inc. when equipment is not working properly;
- The responsibility to properly store, clean and maintain equipment and supplies as recommended by the manufacturer and Park Avenue Orthotics, Inc.