



PATIENT RIGHTS AND RESPONSIBILITIES

CONFIDENTIALITY

It is the policy of **Tucson Orthopaedic Institute, Inc.** to treat all patient information confidentially. This includes patient records and conversations. We will investigate any reported violation of this policy. If you have any questions, please ask a front desk representative for information. **Tucson Orthopaedic Institute, Inc.** makes every effort to provide our patients with an environment, which is safe, private, and respectful of our patient's needs. If you have a complaint about our services, facilities, or staff, we want to hear from you. We will do everything we can to see that your experience with us is professional in every way.

ISSUES OF CARE

Tucson Orthopaedic Institute, Inc. is committed to your participation in care decisions. As a client, you have the right to ask questions and receive answers regarding the course of clinical care recommended by any of our health providers, including discontinuing care. We urge you to follow the healthcare directions given to you by our providers. However, if you have any doubts or concerns, or if you question the care prescribed by our providers, please ask.

Each patient has the right to:

- Receive quality health care.
- Obtain a copy of this patient rights and responsibilities policy.
- The patient has the right to courtesy, respect, dignity, responsiveness, and timely attention to his or her needs, regardless of race, religion, ethnic or national origin, gender, age, sexual orientation, or disability.
- Confidentiality and privacy concerning medical care, communications, records, and related information, as provided by law and consistent with the needs of the involved providers to share information and monitor the quality of care; exceptions may include suspected abuse, public health hazards, and other instances when reporting is permitted or required by law.
- Be fully informed of any experimental, research or educational programs that may be used in treatment, and to allow or refuse any such programs at any time without penalty.
- Receive a prompt, considerate response to any question, complaint, or request for service that is within TOI's ability, purpose, and duty to deliver.
- Present a compliment or complaint to TOI and receive a response about any aspect of the patient's care or treatment; presentation of a complaint will not compromise the patient's access to care or the quality of future service.
- Be informed of the diagnosis, treatment, and prognosis in easily understood language; make decisions about the patient's plan of care, including the refusal of the treatment, and be informed of the consequences of these decisions.
- An explanation about fees and payment plans, regardless of the source of payment
- Have someone the patient chooses help make decisions about the patient's care, with the understanding that TOI will honor this choice to the extent allowed by law.
- Know the name and professional status of the persons providing care and know if TOI has relationships with outside parties that could influence treatment and care of the patient; these relationships may be with educational institutions, other health care providers, or insurers.
- Expect TOI to be a safe environment.
- Have access to a doctor on call 24 hours a day.
- Review records pertaining to the patient's care at TOI, and to have the information explained or interpreted as necessary, except when restricted by law.
- Expect reasonable continuity of care.
- Receive information about procedures, treatment, risks, and alternatives before giving consent for diagnosis or treatment.
- Have the right to continuity of health care. The health provider has an obligation to cooperate in the coordination of medically indicated care with other health providers treating the patient. The health provider may discontinue care provided they give the patient reasonable assistance and direction, and sufficient opportunity to make alternative arrangements.

Each patient has the responsibility to:

- Participate actively in your health care and ask questions of health care providers and staff when an examination, technique, diagnosis or prescribed treatment is not understood.
- Provide your health care provider with accurate information about medical history and other matters related to your health such as past illnesses, hospitalizations, and medications.
- Keep appointment times and if not possible to do so, cancel appointments at least 24 hours in advance. 3 No Shows may lead to dismissal from our practice
- Satisfy the financial obligations to TOI promptly; this responsibility includes asking questions concerning your financial obligations, providing information necessary for insurance processing, and arranging for prompt payment.
- Follow the treatment plan prescribed and promptly notify the health care provider of any changes in health status.
- Be considerate and respectful of other patients and TOI personnel, and see that your companions are considerate as well.
- Observe TOI policies and the rights of its personnel and other patients.