

## Hodges Eye Care and Surgical Center

Policy: Patient Bill of Rights

Scope:

To provide high quality of care and acknowledge basic human rights of patients

Procedure:

1. This facility will diligently treat patients with respect, consideration and dignity. A focus on privacy with a use of HIPAA laws will ensure the confidentiality of patient's history, records, and medical insurance transactions.
2. Patients will be provided with privacy while in this facility.
3. Patients will be well- informed as to their diagnosis, evaluation, treatment, and prognosis.
4. Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.

Availability of Information:

Patients and staff will be provided with the following information upon becoming a patient or employed staff member:

1. Their rights
2. Patient conduct and responsibilities
3. Services available at the organization
4. Provisions for after-hours and emergency care
5. Fees for services
6. Payment policies
7. Patient's right to refuse to participate in experimental research
8. Advance directives, as required by state or federal law and regulations
9. Credentialing of health care professionals
10. Right to change health care provider
11. Marketing or advertising regarding competence and capabilities of the organization is not misleading to patients
12. Patients are provided with appropriate information regarding the absence of malpractice insurance coverage.
13. Grievance procedures and external appeals required by state and federal laws are made available to patients.