



Patient Bill of Rights

CLIENT RIGHTS

These rights belong to the person or persons being served. For sound legal or medical reasons, a family member, guardian, or legal representative may exercise these rights on the person's behalf.

PERSONAL INTERACTIONS

1. The right to be treated with dignity and respect.
2. The right to personal privacy and confidentiality of information to the extent permitted by law.
3. The right to receive written notice of your rights as early as possible when receiving care.
4. The right that services be provided without regard to race, ethnicity, gender, age, religion, national origin, sexual orientation, or disability.
5. The right to receive care that recognizes cultural or religious beliefs.
6. The right to receive care that is free from abuse or harassment.
7. The right to file a complaint without retribution and to ask for and receive prompt review and resolution of the complaint.

SERVICE DELIVERY

1. The right to be involved in all aspects of your care and to assist in the development and implementation of your own plan of care.
2. The right to receive a clear and complete explanation of your status (e.g., diagnosis, treatment options, prognosis, etc.) and to be informed of potential or lack of potential for improvement in terms you can understand.
3. The right to accept or reject services and recommendations to the extent permitted by law and the right to express your choices of goals and methods of service delivery.
4. The right to know the name and professional qualifications of the person or persons providing services.
5. The right to accept or reject participation in teaching, research, or promotional activities.
6. The right, to the extent permitted by law, to review information contained in your records, to receive explanation of record entries on request, and to request correction of inaccurate records.
7. The right that services be provided in a timely and competent manner, which includes making referrals to other appropriate professionals when necessary.
8. The right to know, in advance, the costs for services, regardless of the method of payment.
9. The right to receive a clear explanation of your bill.

CLIENT RESPONSIBILITIES

Clients are considered part of the service team and have a responsibility to actively participate in the evaluation and treatment process and completely inform the Comprehensive Pain Management Center of their needs and abilities. Clients must:

1. Maintain an on-going relationship with your Primary Care Physician for management of your overall health care needs.
2. Follow-up on any referrals suggested by your service provider.
3. Be considerate of the needs of others.
4. Actively participate in your care by developing and implementing the treatment plan with service provider.
5. Ask questions when information provided to you is not clear.
6. Accept the consequences for not following the instructions of the service provider and treatment plan.
7. Provide the most accurate and current information regarding personal health, restrictions, and risks including, but not limited to, past illnesses, hospital stays, and medications.
8. Provide complete information regarding insurance coverage and eligibility. If you have recently moved, had a change to your insurance, claims adjustor, attorney, primary treating physician information, or had any other change to your personal information, please supply us with the new information. Please provide the new information within 10 days of the change.
9. Be responsible for knowing the coverage and benefits of your particular insurance company. If you are not sure of the requirements of your insurance company, check with them prior to obtaining medical services. Remember that private insurance is considered a method of reimbursing the patient for fees paid to the doctor and is not a substitute for payment. Some private insurance companies pay fixed allowances for certain procedures, and others pay a percentage of the charge. It is your responsibility to pay any deductible amount, co-insurance, or any other balance not paid for by your insurance.
10. Agree to attend all scheduled appointments or notify the Comprehensive Pain Management Center of need to cancel at least 24 hours prior to your appointment. A \$25 fee will be applied to all appointments not canceled within the 24 hour period or if you fail to keep your appointment.
11. Arrive 15 minutes prior to the scheduled appointment and check in with the office personnel prior to each visit to verify insurance, address, phone number and other information required for billing are accurate and current.
12. For your first visit, it is important to have your questionnaire and registration forms completed. If the forms are not complete at the time of your appointment, or you are more than 5 minutes late, you may need to be rescheduled for a later date.
13. Make all cash payments and co-pays at the time of check in.
14. We do not accept checks for the initial consultation.
15. Do not expect that Comprehensive Pain Management Center will assume responsibility for prescribing or dispensing medications on your first visit. Also, evening and weekend calls for filling medications or non-emergency issues are not entertained.

COMPREHENSIVE PAIN MANAGEMENT CENTER'S RIGHTS

In providing services, the Comprehensive Pain Management Center has the right to:

1. Cancel and/or reschedule patients when necessary for medical or personal reasons. Every attempt will be made to reschedule prior to canceling appointments.
2. Discharge and/or refuse services to those who do not follow the recommendations of the service provider, do not comply with the treatment plan, or fail to pay for services.
3. Receive complete and accurate information regarding needs and abilities of clients.
4. Receive payment/co-payment for services at the time of service delivery.

COMPREHENSIVE PAIN MANAGEMENT CENTER'S RESPONSIBILITIES

The Comprehensive Pain Management Center is responsible for ensuring a safe environment conducive to learning and to achieving goals. This is accomplished by:

1. Providing a continuum of care within our system and coordinating care with other service providers.
2. Providing education to patients and families regarding needs, strategies and treatment progress.
3. Utilizing treatment strategies based on current research, literature and professional best practices and consensus.
4. Keeping records accurate, complete, safe, and confidential.
5. Providing referrals to other care providers, as needed.
6. Ensuring all staff members are appropriately credentialed to provide services.
7. Ensuring all individual team members provide services consistent with their profession's scope of practice and licensure laws.
8. Providing ongoing training for staff regarding clients' rights and needs, safety requirements, billing procedures, and record keeping.
9. Providing a safe and secure location where services are provided.
10. Adhering to patient's Advance Directives, if notified by patient.
11. Informing you of procedures for scheduling and canceling appointments.