

Coastal Pain and Spinal Diagnostics

Patient Bill Of Rights and Responsibilities

At Coastal Pain and Spinal Diagnostics, we recognize that a personal relationship between the physician and the patient is essential for the provision of proper medical care. We are committed to our promise that each patient entrusted to our care is treated in a way that respects and fosters their dignity, autonomy, positive self regard, civil rights, and involvement in his or her care. We recognize that all patients have basic rights. We believe that patient care, treatment and services be provided in a way that reflects careful planning, while being provided with regard to the patient's personal values, beliefs and preferences. We are committed to honoring these rights, values and preferences to the best of our ability. Likewise, the medical practice has a right to expect reasonable and responsible behavior from patients, their relatives and friends. The following is a summary of rights and responsibilities that we believe serve as a foundation for a good relationship between patients and staff.

You Have The Right:

- 1) To considerate, respectful, dignified care, and to be made comfortable.
- 2) To receive optimum health care without prejudice.
- 3) To receive respect for your personal values and beliefs.
- 4) To participate in the development and implementation of your plan of care.
- 5) To make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the benefits of the treatment, the medically significant risks involved, alternate courses of treatment or non-treatment and the risks involved in each.
- 6) To request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital or office even against the advice of physicians, to the extent permitted by law. And the right to be informed about the medical consequences of refusal of care or treatments.
- 7) To know the identity and professional status of individuals providing service, to know which physician and /or other practitioner is primarily responsible for your care. Your health-care team may include one or more physicians, physician assistants, nurses, nurse practitioners and other health-care providers.
- 8) Not to be denied care based on the grounds of race, color, creed, sex, sexual orientation, national origin, disability, diagnosis, religion, age or socioeconomic status.

- 9) To obtain from your caregiver complete and current information concerning the diagnosis, proposed treatment, and expected prognosis in terms that you may reasonably be expected to understand. When it is not advisable to give such information to the patient, the information should be made available to an appropriate person (patient's representative) on the patient's behalf.
- 10) To every consideration of privacy concerning your medical care, and maintenance of confidentiality of your medical record.
- 11) To access information contained within your medical record.
- 12) To be informed, when appropriate, about the outcomes of care, the results of lab work and image studies, including unanticipated outcomes.
- 13) To be reasonably informed of medical and/or ancillary services charges, and financial liability for services.
- 14) To be free from neglect, abuse, harassment, disrespect, or exploitation.
- 15) To reasonable consideration of your privacy concerning medical care provided except when there is an imminent risk to the individual or others, or when the practice is ordered by a court to breach confidentiality.
- 16) To be advised if the practitioner, agency, or facility propose to engage in any form of human experimentation affecting the care of treatment provided. You have the right to refuse to participate in research projects or to withdraw continued consent to participate without repercussions.
- 17) To examine and receive a reasonable explanation of the bill for professional services rendered.
- 18) To have your pain and the conditions that cause your pain examined regularly and your treatments adjusted for continued or improved pain management.
- 19) To speak confidentially with your health care providers about your pain conditions and concerns; however, the privacy of this information can be compromised in certain situations such as a workers' compensation claim.
- 20) To expect a reasonable response to your requests.
- 21) To voice grievance and to complain about or appeal issues related to your treatment without fear of discrimination.

You Have The Responsibility:

- 1) To be considerate of the rights and property of other patients, clinic staff and the practice.
- 2) To be honest about matters that relate to you as a patient.

- 3) To know the staff who are caring for you.
- 4) To cooperate with clinic personnel and staff.
- 5) To honor the confidentiality and privacy of other patients.
- 6) To assure the financial obligations of your healthcare are fulfilled as promptly as possible, and to provide information related to payment for services.
- 7) To participate in your care and health-care decisions and to work with your doctor, nurse and other health-care providers.
- 8) To inform the practice of any changes in your health, and to disclose your medical history throughout your course of treatment.
- 9) To notify your primary care physician of changes to your plan of care.
- 10) To ask questions until you understand the answers (about treatments, procedures, medications, etc.).
- 11) To ask your doctor or health-care providers to explain the recommended or prescribed treatment plan.
- 12) To ask for information about your medicines, if any, in terms you can understand.
- 13) To ask why a test or treatment is needed, how it can help you and if you would be better off with or without it.
- 14) To understand the extent of your health problems and treatment, and to communicate and ask questions if you do not clearly understand your plan of care and what is expected of you.
- 15) To provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, allergies, and other matters relating to your health.
- 16) To report any perceived risks in your care.
- 17) To actively take part in the teaching/learning process so that you will receive and understand the information, skills and behaviors, help your recovery, keep or improve function, and/or control disease or related symptom progression.
- 18) To follow medical advice, treatment, and drug instructions or to inform your provider if you have chosen not to follow that advice.
- 19) To understand that you are responsible for your actions if you refuse treatment or do not follow the practitioner's instructions and to understand the consequences of the treatment alternatives and not following your plan of care.

20) To keep appointments and to notify the practice when you are unable to do so.

21) To understand that the practice is not responsible for cash, valuables and personal items you bring to the office.

22) To know what rules and regulations apply to your conduct as a patient.

23) To advise the practice of any problems or dissatisfaction with services provided.

24) To contact the office to review and discuss the results of any diagnostic study, lab work, and or referral ordered by your physician for Coastal Pain. As well as to participate in follow-up visits if your doctor recommends them or to notify your physician if you chose to transfer you care to another office or physician.

Less Pain. More You.

Since 2002, we have provided successful pain relief care to thousands of patients. Let us help you manage your pain – so you can get back to living a normal life.