

Adult Neurology Center, P.C.

Patient Rights & Responsibilities

All patients seeking treatment or care at Adult Neurology Center have rights and responsibilities which are described below. If the patient has been judged to be incompetent in accordance with law, is found by the physician to be incapable of understanding his/her rights, is unable to communicate, or is an unemancipated minors, these rights may be exercised by guardians, next-of-kin, or legally authorized persons on behalf of the patient.

Patient Rights

1. The patient has the right to high quality, considerate, and respectful care given by competent personnel and to expect that high professional standards are continually maintained and reviewed.
2. The patient has a right to medical services without discrimination based upon race, color, religion, sex, sexual preference, national origin or source of payment.
3. The patient has the right to participate in making care decisions. The patient has the right to designate a surrogate decision maker when unable to make decisions regarding health care. Alternatively, the patient has the right to exclude family members from participating in his or her health care decisions.
4. The patient has the right to refuse any drug, treatment, or procedure offered to the extent permitted by law. The physician shall inform the patient of the medical consequences of his or her refusal of any drug, treatment, or procedure.
5. The patient has the right to formulate an Advance Directive (Living Will or Durable Power of Attorney for Healthcare). Provision of care is not conditioned upon whether or not the patient has an Advance Directive
6. The patient has the right to have all records pertaining to his or her medical care treated as confidential in accordance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and other applicable state regulations. The practice shall provide the patient, upon request, access to all information contained in his or her medical records.
7. The patient has the right to every consideration of his or her privacy and security concerning his or her own medical care program in accordance with HIPAA. Case discussion, consultation, examination, and treatment are confidential and shall be conducted discreetly, making every attempt to maintain the patient's privacy.
8. The patient has the right to full information in layman's terms concerning diagnosis, treatment and prognosis, including information about advantages/ disadvantages, alternative treatments and possible complications. When it is not medically advisable to give such information to the patient, the information shall be given to the patient's next of kin or other authorized persons. Except in emergencies, the patient has the right to expect that his or her

physician will obtain the necessary informed consent prior to the start of any procedure or treatment.

9. The patient (or in the event the patient is unable to give informed consent, a legally responsible party) has the right to be advised when the physician is considering him or her as part of a medical care research program. The patient, or legally responsible party, must give informed consent prior to participation in such a program. The patient or legally responsible party may at any time refuse to continue in any such program to which he or she has previously given informed consent. Such refusal will not compromise access to services. Informed consent will consist of expected benefits, potential discomforts and risks, a description of alternative services that might also prove advantageous and a full explanation of procedures to be followed.
10. The patient has the right to be free from all forms of abuse and harassment and to have his/her care provided in a safe environment.
11. The patient has the right to expect emergency procedures to be implemented without unnecessary delay.
12. The patient has the right to examine and receive a detailed explanation of his/her bill.
13. The patient has the right to communicate complaints regarding his or her care to his or her physician, or the practice manager. A fair and efficient process for complaint investigation and resolution will be followed. Complaints may also be communicated to the Pennsylvania Department of Health

Patient Responsibilities

1. The patient should provide, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalization, medications and other matters relating to his or her health.
2. The patient should follow the treatment plan recommended by the practitioner primarily responsible for his or her care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders. The patient is responsible for resulting outcomes if he or she refuses treatment or does not follow the practitioner's instructions.
3. The patient should assure either personally or through a legally responsible party that the financial obligations of the care provided are fulfilled as promptly as possible.
4. The patient should be considerate of the rights of other patients and personnel. This includes being respectful of other patients and the staff and facilities of the practice.