

Orthopedic Arts



State of the Art Artificial Limbs and Braces

Patients' rights and responsibilities

COMMUNICATION AND DECISION-MAKING

- To know the name, credentials and role of your practitioner
- To communicate with our staff and receive assistance with any special needs you may have
- To read your healthcare record
- To have confidentiality regarding your healthcare information
- To participate in decisions involving your treatment, including the right to refuse treatment and to be informed of the medical consequences of this action
- To have a consultation with another healthcare specialist, at your expense
- To be informed about the outcomes of care, including unexpected outcomes
- To voice complaints about your treatment and have those complaints reviewed and, when possible, have those complaints resolved
- To receive a prompt response to any concerns or complaints you express

Your concerns are important to us. If you have comments about your treatment or patient rights or would like to share a compliment, please contact us at 718-858-2400; you may also use the suggestion/complaint box located in the waiting area or patient suggestion/complaint form that you received upon your initial visit.

TREATMENT PLANNING AND CARE

- To have privacy and respectful care
- To have a person of your own sex present during personal care
- To have your pain or discomfort relieved as much as possible
- To refuse to participate in research
- To have the protection and environment needed for personal safety

FINANCIAL ARRANGEMENTS

- To be informed of our charges for treatment, and to learn about available payment methods; to receive a copy of all charges submitted to insurance companies

YOUR RESPONSIBILITIES AS A PATIENT

- To follow the rules or regulations of the facility which may apply to your conduct and safety as a patient
- To provide, to the best of your knowledge, accurate and complete information about your condition, symptoms, past medical history, medications, pain severity, and other matters relating to your health
- To report unexpected changes in your condition to your practitioner and medical doctor
- To report whether you clearly understand the treatment plan for you and understand what part you play in it
- To follow the treatment plan recommended by the practitioner responsible for your care by following the instructions given
- To be responsible for your actions if you refuse treatment or do not follow the instructions
- To assure that the financial obligations for your health care are fulfilled as promptly as possible
- To be considerate of the rights of other patients and the personnel by assisting in the control of noise and the number of visitors
- To be respectful of the property of other persons