

Patient Rights and Responsibilities Policy

The "Patient Rights and Responsibilities Policy" is provided to the patient when a person becomes a patient of the center. If the PCRR is not available in the patient's primary language, translation services will be provided.

A. Respect and Dignity

- The patient is entitled to considerate, respectful care at all times and under all circumstances, with recognition of patient personal dignity.

B. Information

- The patient is entitled to know, by name, the Provider responsible for coordination of patient care and is entitled to obtain from that Provider complete and current information concerning patient medical condition, diagnosis (to the degree known), proposed course of treatment and known prospects for recovery. This information should be communicated in terms the patient can reasonably be expected to understand. When it is not medically advisable to give such information to the patient, as documented by the Provider in the medical record, the information should be made available to a legally authorized individual in the patient's behalf.
- The patient is entitled to adequate and appropriate care. The patient is entitled to receive information concerning continuation of patient's health needs and alternatives for meeting these needs.

C. Consent

- The patient is entitled to information necessary for informed participation in decisions involving patient health care. To the degree possible, this should include a clear, concise explanation of patient condition and of all proposed technical procedures, including any medically significant risk of mortality or serious side effects, probable duration of incapacitation, problems relating to recuperation, and probability of success.
- Where medically significant alternatives for care or treatment exist, or when patient requests information concerning medical alternatives, the patient shall be so informed.
- The patient should not be subject to any procedures without patient voluntary, competent and understanding consent or that of patient legally authorized representative.
- The patient is entitled to know who is responsible for authorizing and performing the procedures or treatment.

D. Refusal of Treatment

- The patient is entitled to refuse treatment to the extent permitted by law and to be informed of the consequences of that refusal, when refusal of the treatment by the patient or patient surrogate decision-maker prevents the provision of appropriate care in accordance with ethical and professional standards. Patients

also have the right to refuse treatment of specific procedures based on their religious beliefs.

E. Privacy and Confidentiality

- The patient is entitled, within the law, to personal and informational privacy, and he/she may:
 - Obtain information as to the existence of any professional relationship among individuals, by name, who is treating the patient.
 - Be interviewed and examined in surroundings designed to assure reasonable audiovisual privacy, and have privacy, to the extent feasible, in treatment and in caring for personal needs and consideration, respect and full recognition of the patient's dignity and individuality. The patient may have a person of the patient's own sex present during certain parts of a provider's examination, treatment, or procedure performed by a health professional of the opposite sex, and the patient does not have to remain disrobed for any longer than is required for accomplishing the medical purpose for which the patient was asked to disrobe.
 - Expect that any discussion, consolation, or examination relating to patient care will be considered confidential and will be conducted discreetly and that individuals not directly involved in patient care will not be present without permission.
 - Have medical and personal records treated confidentially and read only by individuals directly involved in patient treatment or the monitoring of its quality, and by other individuals only on the patient's written authorization or that of the patient's legally authorized representative. The patient may refuse to release personal or medical records to a person outside the CRHC Capstone except as required by law, or because of a transfer to another health care facility, or as provided by third party payment contract.
 - Expect that all communications and other records pertaining to patient care, including the source of payment for treatment, will be treated as confidential.

F. Identity

- The patient is entitled to know the identity and professional status of individuals providing patient care, and to know which Provider is primarily responsible for their care. The patient may obtain information as to any relationship with the Capstone to other health care or educational institutions insofar as patient care is concerned, and participation by the patient in clinical training programs or in the gathering of data for research purposes should be voluntary.

G. Financial

- The patient understands payment of patient bill is considered a part of patient treatment. Capstone requires all patients must complete our Information and Insurance form before seeing the provider
 - Nominal Fee/Co-Payment/Co-Insurance Payment is due at time of service.
 - Cash, Check, and Certain Credit Cards (MasterCard and Visa) are accepted methods of payment.
 - Payment Plan can be arranged.

- Insurance Coverage
 - If Capstone does not accept assignment from the patient insurance company, payment is due at the time of service. Capstone may accept assignment of insurance benefits after the patient's second visit. Until Capstone has an agreement for assignment with the patient insurance company, the balance is the patient's responsibility. Providing Capstone with accurate insurance information and contact numbers is the patient's responsibility. Capstone cannot consider assignment from the patient insurance company otherwise. Please be aware that some, and perhaps all, of the services provided may be non-covered services under the Medicare Program and/or other medical insurance. Capstone will do our best to inform the patient of any non-covered services prior to patient visit. However, the patient is still responsible for payment in full at the time of service.
 - All co-pays and deductibles are due at the time of service. In the event that the patient insurance coverage changes to a plan where Capstone is not participating providers, refer to above paragraph.
- Usual and Customary Rates
 - Capstone is committed to providing the best treatment for our patients and charge what we believe is usual and customary for our area. The patient is responsible for payment regardless of any insurance company's arbitrary determination of usual and customary rates.
- Worker's Compensation
 - If services have been provided to the patient through Worker's Compensation and patient claim is settled through litigation and he/she have been ordered to pay any or all of patient balance via monthly installments as established by a patient payment plan.
- Adult Patients
 - Adult patients and emancipated minor patients are responsible for full payment at time of service.
- Minor Patients
 - The adult accompanying a minor and the parents (or guardians of the minor) are responsible for full payment. For unaccompanied minor, non-emergency treatment will be denied unless charges have been pre-authorized to an approved credit plan or payment by cash or check at time of service has been verified. Emancipated minors will be treated the same as adult patients.

H. Experimentation and Research Projects

- The patient is entitled to information concerning an experimental procedure proposed as part of patient care and may refuse to participate in the experiment without jeopardizing patient continuing care. The patient should be informed if the clinic proposes to engage in or perform experimentation or other research or educational projects affecting the patient's care or treatment and may refuse to participate in any such activity.

I. Center Rules and Regulations

- The patient is entitled to information about the Capstone rules and regulations affecting patient care and conduct. A patient is entitled to information about the

special policies and procedures for initiation, review and resolution of patient complaints.

J. Access to Care

- The patient is entitled to impartial access to appropriate treatment, care, or accommodations that are available and medically indicated, regardless of age, color, race, religion, sex, national origin, handicap, marital status, sexual preference, or sources of payment. Capstone provides care after hours via on-call Provider by calling 205-686-5113.

K. Personal Safety

- The patient is entitled to expect reasonable safety while on Capstone property and within the clinic environment.

L. Smoking

- Capstone is a "Smoke Free" facility. It is a matter of health and safety that patients and visitors take responsibility to refrain from smoking inside the facility or on the grounds.

M. Consultation

- The patient is entitled, at patient own request and expense, to consult with a specialist or ask for a second opinion.

N. Physical Abuse

- The patient is entitled to be free from mental and physical abuse.
- A patient is entitled to be free from performing services for the Capstone that are not included for therapeutic purposes in the plan of care.

O. Medical Records

- An individual who is or has been a patient may inspect or receive, for a reasonable fee, a copy of patient medical record upon request. The release of any patient's medical record information will be handled within the guidelines of the HIPAA regulations.

P. Grievances

- Every patient shall ---
 - Have the right to voice grievances and recommend changes in policies and services to Capstone staff or outside representative of patient choice without threat or fear of restraint, interference, coercion, discrimination, or reprisal.
 - Upon request, be given the address and telephone number of the nearest Social Security office, and federal/state agencies responsible for the regulations of a Federally Qualified Health Center.

Q. Patient Responsibilities

- In providing care, clinics have the right to expect behavior on the part of patients and their relatives and friends, which, considering the nature of their illness is reasonable and responsible.

R. Provision of Information

- The patient is responsible for providing, to the best of patient knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to patient health. The patient has the responsibility to report unexpected changes in patient condition or complications that arise in an expected course of treatment to the responsible practitioner. A patient is responsible for making it known whether he/she clearly

comprehends a contemplated course of action and the things that he/she is expected to do.

S. Compliance with Instruction

- The patient is responsible for following the recommendations and advice prescribed in a course of treatment by the practitioner primarily responsible for patient care. This may include following the instructions of nurses, medical assistants, and allied health personnel as they carry out the coordinated plan of care and implement the responsible Provider's orders.

T. Appointments

- The patient is responsible for keeping appointments and, when he/she is unable to do so for any reason, for notifying the clinic to cancel as soon as they know they will be unable to keep the appointment.
- In order to maintain proper provider and staff productivity levels and to provide quality primary care to the patients of Capstone, Capstone may investigate the causes of patient no shows. Under certain conditions, the patient may be prevented from scheduling future appointments.
- Adult patients that fail to keep or cancel their appointments three consecutive times in a 12-month period.
- Pediatric patients that fail to keep or cancel their appointments five consecutive times in a 12-month period.
- Patients that have been prevented from scheduling appointments after a second occurrence, will remain on a same-day or walk-in basis only indefinitely.

U. Refusal of Treatment

- The patient is responsible for patient action if he/she refuses treatment or does not follow the practitioner's instructions.

V. Center Charges

- The patient is responsible for assuring that the financial obligations of patient health care are fulfilled as promptly as possible and is responsible for providing Capstone with accurate and timely information concerning patient sources of payment and ability to meet financial obligations.

W. Respect and Consideration

- The patient is responsible for being considerate of the rights and property of other patients and Capstone personnel. The patient is responsible for being respectful of the property of other persons and of Capstone.