

# PIEDMONT STONE CENTER

## PATIENT RIGHTS AND RESPONSIBILITIES

### **The Patient Has The Right To:**

- Receive safe care necessary to help regain his or her maximum state of health
- Expect personnel who are qualified through education and experience and deliver the highest quality of care in a friendly, considerate, and respectful manner.
- Know the names and roles of the people caring for you.
- Expect personal privacy in treatment and care as well as confidentiality in all communications and records.
- Be fully informed of services available at the facility, provisions for after hours and emergency care, related fees for services rendered, and payment policies.
- Participate in decisions regarding scope of treatment. If patient is unable to participate in those decisions, the patient's legally designated person shall be afforded those rights.
- Make informed decisions regarding his or her care.
- Refuse treatment to the extent permitted by law and be informed of the medical consequences of refusing treatment. The patient will accept full responsibility for his or her actions in refusing treatment or not following instructions issued by the facility or physician.
- Approve or refuse release of medical records to any outside facility, except in the case of transfer to another facility, or as required by law or third party payment contract.
- Opt out of data exchange on the Carequality and Commonwell network. These networks automate two way exchange of your medication list, allergies, immunizations, and problem list between Piedmont Stone Center and participating hospitals where you may have been treated. The data exchange occurs when your appointment is scheduled. Please request and sign an opt-out form if you do not want this information shared.
- Express complaints or suggestions at any time. You may contact our Medical Director at 800-800-6615. For any unresolved complaints, you may contact the North Carolina Medical Board at 800-253-9653.
- Receive assistance with the transfer of care from one healthcare provider to another within our practice or assistance with the transfer to a provider outside our practice.
- Obtain copies of his or her medical records.
- Be fully informed of the facility's policy for Advance Directives.
- Be fully informed before any transfer to an emergency facility if condition permits.
- Have initial assessment of pain, reassessment, and treatment of pain when appropriate.
- Education of patient and family regarding treatment, managing pain, and post operative care.
- Exercise his or her rights without being subject to discrimination or reprisal.
- Know of any relationships with other parties that may influence your care.

### **The Patient Is Responsible For:**

- Providing accurate and complete information concerning your present symptoms, past history, current health status, allergies or sensitivities, and medications including over-the-counter products and dietary supplements.
- Making known whether you clearly comprehend your medical care and what is expected of you in the plan of care.
- Participating in the development of the treatment plan and following the plan and care instructions given to you. Keeping appointments and notifying us if you are unable to do so. Accepting responsibility for your actions if you refuse planned treatment or do not follow your doctor's orders.
- Providing accurate insurance information and promptly fulfilling his or her financial obligation.
- Following facility policies and procedures.
- Informing your doctor about any living will, medical healthcare power of attorney, or other directive that may affect your medical care.
- Being respectful of all healthcare providers and staff as well as other patients. Respecting property of the facility and others.
- Informing the staff of any discomfort or pain and patient safety issues.
- Sharing your values, beliefs, and traditions to help the staff provide appropriate care.
- Providing a responsible adult to transport you home and remain with you if you receive sedation medications.