

Patient Rights and Responsibilities

- 1) We respect and uphold the privacy of all patients at all times. We treat patients with respect, consideration, and dignity.
- 2) Patients shall receive assistance in a prompt, courteous, and responsible manner.
- 3) Patient medical records are considered confidential. Except as otherwise required by law, patient records and portions of records will not be released to outside entities or individuals without patients' and designated representatives' express written approval.
- 4) Patients have the right to know the identity and status of individuals providing services to them.
- 5) Patients have the right to change providers if they so choose.
- 6) Patients, or a legal, authorized representative, have the right to thorough, current, and understandable information regarding their diagnosis, treatment options, and prognosis if known, and follow-up care. All patients will sign an informed consent form after all information has been provided, and their questions answered.
- 7) Patients have the right to refuse treatment and to be advised of the alternatives and consequences of their decisions. Patients are encouraged to discuss their objectives with their provider.
- 8) Patients have the right to refuse participation in experimental treatment and procedures. Should any experimental treatment or procedure to be considered, it shall be fully explained to the patient prior to commencement.
- 9) Patients have the right to express complaints about the care they have received and to submit their grievance to the Practice Manager in a timely manner so the grievance may be addressed.
Or email, or through the follow-up email you receive after appointment.
- 10) Patients have the right to be provided with information regarding emergency and after-hours care.
- 11) Patients have the right to obtain a second opinion regarding the recommended procedure. Responsibility for the expense of the second opinion rests solely with the patient.
- 12) Patients have the right to a safe and pleasant environment during their stay.
- 13) Patients have the right to have procedures performed in the most painless way possible.
- 14) Patients have the right to an interpreter if required.
- 15) Patients have the right to be provided with informed consent forms as required by the laws of the State of Mississippi.
- 16) Patients have the right to have visitors at the Center as long as visitation does not encumber Center operations, and the Rights of other patients are not infringed.
- 17) Patients have the right to develop Advance Directives, which will be respected by Center staff.

18) Patients will be provided, upon request, all information regarding services available at the Clinic, as well as information about estimated fees and options for payment.

19) Patients have the right to participate in a satisfaction survey delivered via email following their visit and direct all concerns or complaints to the practice manager at info@coleplasticsurgery.com

PATIENT RESPONSIBILITIES

1) We expect patients to provide complete and accurate medical histories, including providing information on all current medications, keep all scheduled pre- and post-procedure appointments, and comply with treatment plans to help ensure appropriate care.

2) Patients are responsible for reviewing and understanding the information provided by their physician or nurse. Patients are responsible for understanding their insurance coverage and the procedures required for obtaining coverage.

3) Patients are responsible for providing insurance information at the time of their visit and notify the receptionist of any changes in information regarding their insurance or medical information.

4) Patients are responsible for paying all charges for co-payments, co-insurance, and deductibles on non-covered services at the time of the visit unless other arrangements have been made in advance with the Medical Practice.

5) Patients are responsible for treating Clinic Physicians and Staff in a courteous and respectful manner.

6) Patients are responsible for asking questions about their medical care and seeking clarification from their physician of the services to be provided until they fully understand the care they are to receive.

7) Patients are responsible for following the advice of their provider and considering alternatives and likely consequences if they refuse to comply.

8) Patients are responsible for expressing their opinions, concerns or complaints in a constructive manner to the appropriate personnel at the Clinic.

9) Patients are responsible for notifying their health care providers of patient's Advance Directives.

10) Patients are responsible for arranging a driver and someone to stay with them 24 hours after the procedure using anesthesia.