



Patient Rights and Responsibilities

Marietta Eye Clinic is committed to its patients and staff to insure that each person experiences mutual trust and respect.

PATIENT RIGHTS

As a patient you have the right to:

1. Become informed of rights as a patient in advance of, or when discontinuing, the provision of care. The patient may appoint a representative to receive this information should patient so desire.
2. Be treated with dignity and receive considerate and respectful care provided in a safe environment.
3. Remain free from seclusion or restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
4. Exercise these rights without regard to age, race, disability, sex or cultural, economic, education, or religious background or the source of payment for care given.
5. Knowledge of the name of the physician and professional staff who have primary responsibility for coordinating the patient's care and the name and professional relationships of other physicians and non-physicians who will participate in care.
6. Receive information from the physician about the illness, course of treatment and prospects for recovery in terms that the patient can understand.
7. Participate actively in decisions regarding medical care. To the extent permitted by law, this includes the right to request and/or refuse treatment.
8. Know that you can express a complaint regarding your care or any violation of your rights, and that you're doing so will not adversely affect the quality of care provided.
9. Be advised of grievance process, should the patient wish to communicate a concern regarding the quality of the care patient receives.
10. Change physicians if desired, either within the or another physician of the patient's choice.
11. Full consideration of privacy concerning the medical care program.
12. Confidential treatment of all communications and records pertaining to patient's care and visit. The patient's written permission shall be obtained before medical records can be made available to anyone not directly concerned with patient's care.
13. Full disclosure of the privacy policy (separate document).
14. Access information contained in your medical records within a reasonable time frame in accordance with state/federal laws and regulations.
15. Reasonable responses to any reasonable requests made for service.
16. Be informed by the attending physician or designee of the continuing health care requirements following discharge.
17. Examine and receive an explanation of the bill regardless of source of payment.
18. Expect reasonable safety insofar as the practice and environment are concerned.

All personnel, medical staff members and contracted agency personnel performing patient care activities shall observe these patients' rights.

PATIENT RESPONSIBILITIES

The care a patient receives depends partially on the patient himself and a mutual spirit of trust and respect. Therefore, in addition to these rights, a patient has certain responsibilities as well:

1. Provide accurate and complete information about present complaint, past illnesses, hospitalizations and other matters related to your health status.
2. Make it known whether course of treatment and what is expected of the patient is clearly understood.
3. Follow the treatment plan established by the physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.
4. Keep appointments and notify the practice or physician when unable to keep an appointment.
5. Accept responsibility for any actions resulting from the refusal to follow treatment or physician's orders.
6. Accept and ensure that the financial obligations of care are fulfilled as promptly as possible.
7. Follow policies and procedures.
8. Be considerate of the rights of other patients and personnel. This includes not engaging in disruptive behavior, which can also be exhibited by the patient's family members or caregiver as well. Disruptive behavior includes anything that may interfere with a staff member's ability to provide safe and effective care. Examples include interference with the physician's treatment plan, yelling, kicking, use of profanity, sexually inappropriate statements, and threatening statements.

Marietta Eye Clinic strives to provide excellent patient care and service. If you should have a concern or complaint, please feel free to discuss this with us. We reserve the right to change this notice.

Thank you for allowing us to care for you.
Management and Staff of Marietta Eye Clinic

Questions regarding notice may be directed to,
Marietta Eye Clinic, 895 Canton Road, Bldg. 100 Marietta, GA 30060
(770) 427-8111