



PATIENT RIGHTS & RESPONSIBILITIES

RIGHTS

We at Great Lakes Orthopedics & Sports Medicine are interested in you as a whole person and concerned for your total well-being. We pledge to respect your individuality, dignity and privacy and give you quality service at the lowest cost possible.

Our commitment to quality service means that we believe:

- ◆ You have the right to make your own decision about your health care
- ◆ You are entitled to up-to-date information to assist you with your decision-making. This includes:
 - ◇ Explaining the purpose, results and meaning of all tests and examinations performed for you here
 - ◇ Sharing with you all the choices and services available to you and what each may involve
 - ◇ Answering all your questions honestly and completely, in terms you understand
 - ◇ Letting you know how the benefits of drugs, devices and procedures weigh against their risks and their alternatives.

As a patient at Great Lakes Orthopedics & Sports Medicine, you can expect:

- ◆ Your reports of pain will be believed
- ◆ Information about pain and pain relief measures
- ◆ A concerned staff committed to pain prevention and management
- ◆ Health professionals who respond quickly to reports of pain
- ◆ Effective pain management

We are here to help you make the most informed choices possible, not to make them for you. You have the right to expect that your records will be kept confidential, except as provided by law. In any other situation no information from your records will be released to anyone without your written permission in advance. You have the right to see your own records.

You are entitled to receive, during your visits here, instructions about protecting your health between visits and a number to call when you have questions or problems. It is essential that you let us know immediately if you do not understand the instructions, if there is some reason you will not be able to follow them, or if you have any difficulty contacting us should a problem arise between visits here.

RESPONSIBILITIES

- ◆ You have the responsibility to give us as much frank information about your health, past and present, and to tell us about any treatment you may be under which includes any medicines or drugs you may be using
- ◆ You have the responsibility to keep us informed of any changes in address or phone number where we can reach you
- ◆ You have a responsibility to pay as much as you can of the fees on your bill, and to make these payments as soon as you can
- ◆ You have the responsibility to follow your post procedure instructions
- ◆ You have a responsibility to be on time for your appointment and if you cannot keep an appointment, to cancel it as soon as possible