

Patient Bill of Rights

Information for patients

You have the right to accurate and easily-understood information about your insurance plan, the practitioner assisting you, and these facilities. If you speak another language, have a physical or mental disability, or just don't understand something, help should be given so you can make informed health care decisions.

Choice of providers and plans

You have the right to choose health care providers who can give you high-quality health care when you need it.

Taking part in treatment decisions

You have the right to know your treatment options and take part in decisions about your care. Parents, guardians, family members, or others that you choose can speak for you if you cannot make your own decisions.

Respect and non-discrimination

You have a right to considerate, respectful and non-discriminatory care from everyone who works for The Anaplastology Clinic, LLC.

Confidentiality (privacy) of health information

You have the right to talk privately with an anaplastologist and to have your health care information protected. You also have the right to read and copy your own medical record. You have the right to ask that your record be changed if it is not correct, relevant, or complete.

Complaints and appeals

You have the right to a fair, fast, and objective review of any complaint you have about services provided here at The Anaplastology Clinic. This includes complaints about waiting times, operating hours, the actions of health care personnel, and the adequacy of health care facilities.

Consumer responsibilities

In a health care system that protects consumer or patients' rights, patients should expect to take on some responsibilities to get well and/or stay well (for instance, exercising and not using tobacco, following directions for care and use of devices). Patients are expected to treat our employees and other patients with respect, try to pay their medical bills, and follow the rules and benefits of their prosthetic treatment.