



Interventional Pain Specialists (IPS) **Patient Rights and Responsibilities**

As a patient, you have the right...

Personal Privacy/Security

- To have your personal dignity respected.
- To be free from all forms of abuse or harassment.
- To enjoy personal privacy in a safe, clean environment. Please let us know if you would like to restrict your visitors or phone calls.
- To access protective and advocacy services.
- To know that restraints will be used only when necessary.
- To confidentiality of your identifiable health information.

Cultural and Spiritual Values

- To have your cultural, psychosocial, spiritual, and personal values, beliefs and preferences respected.
- To have access to pastoral and other spiritual services.

Access to Care

- To receive care regardless of your race, creed, color, national origin, gender, age, sexual orientation, disability or manner of payment.
- To ask for a change of provider or to seek a second opinion.

Access to Information

- To make advance directives and have them followed.
- To have your family (or a representative you choose) and your primary care physician, if requested, be informed of your treatment at IPS.
- To know the rules regulating your care and conduct.
- To know that IPS is a teaching facility and that some of your caregivers may be in training. Please ask if your caregivers are in training.
- To know the names and professional titles of your caregivers.
- To have your bill explained and receive information about charges that you may be responsible for, and any potential limitations your policy may place on your coverage.
- To be told what you need to know about your health condition after your office visit or any procedure done at IPS.
- To be informed and involved in decisions that affect your care, health status, services or treatment.
- To understand your diagnosis, condition and treatment and make informed decisions about your care after being advised of material risks, benefits, and alternatives.
- To knowingly refuse any care, treatment and services.
- To say "yes" or "no" to experimental treatments and to be advised when a physician is considering you to be part of a medical research program. All medical research goes through a special process required by law that reviews protections for patients involved in research, including privacy. We will not involve you in any medical research without going through this special process. You may refuse or withdraw at any time without consequence to your care.
- To legally appoint someone else to make decisions for you if you should become unable to do so, and have that person approve or refuse care, treatment, and services.
- To have your family or representative involved in care, treatment and service decisions, as allowed by law.



- To be informed of unanticipated adverse outcomes as soon as reasonably possible.
- To have your wishes followed concerning organ donation, when you make such wishes known, in accordance with law and regulation.

Communication

- To receive information you can understand.
- To have access to an interpreter and/or translation services.
- To know the reasons for any proposed change in the physicians/professional staff responsible for your care.
- To know the reasons for your transfer or discharge either within or outside IPS.

Pain Management

- To have pain assessed and managed appropriately, with compassion and professionalism.

Disclosures

- To request a listing of disclosures we have made about your healthcare to others.
- To be able to access and request to amend your medical record as allowed by law.
- To know the relationship(s) of IPS to other persons or organizations participating in the provision of your care.

Recording and Filming

- To provide prior consent before the making of recordings, films, or other images that may be used externally.

Concerns, Complaints, or Grievances

- To receive a reasonably prompt response to your request for services.
- To be involved in resolving issues involving your own care, treatment and services.
- To express concerns, complaints and/or a grievance to our IPS personnel.

You may do this by contacting our office manager, Rebecca Wooley, at 270-282-2024

Should you continue to remain concerned after contacting the office manager, you may contact the Kentucky Cabinet of Health Ombudsman at 1-800-372-2973

Medicare beneficiaries may call the Medicare Beneficiary Helpline at 800.589.7337 to report a quality of care concern or to appeal a discharge decision.

As a patient, it is your responsibility...

Provision of Pertinent Information

- To give us complete and accurate information about your health, including your previous medical history and all the medications you are taking.
- To inform us of promptly of any changes in your condition or symptoms, *especially* any new or changing pain symptoms.

Ask Questions and Following Instructions

- To let us know if you don't understand the information we give you about your condition or treatment.
- To speak up. Communicate your concerns to any employee as soon as possible – including any member of the patient care team, manager, or administrator.



Refusing Treatment and Accepting Consequences

- To follow our instructions and advice, understanding that you must accept the consequences if you refuse.

Explanation of Financial Charges

- To pay your bills or make arrangements to meet the financial obligations arising from your care.

Following Rules and Regulations

- To follow our rules and regulations.
- To keep your scheduled appointments, or let us know if you are unable to keep them; and, to pay a \$75 fee for appointments missed and not canceled 24 hours in advance.
- To leave your personal belongings at home or have family members take charge of all valuables and articles of clothing while undergoing a procedure or treatment at IPS.

Respect and Consideration

- To be considerate and cooperative, with staff and other patients.
- To respect the rights, privacy and property of others; to include all staff and patients at IPS.

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