

PATIENT RIGHTS TO PERSONAL AND INFORMATIONAL PRIVACY AND CONFIDENTIALITY

- A. A patient may refuse contact with anyone not officially connected with the office, including visitors. The patient may also refuse contact with persons officially connected with the office, but not involved with the patient's care.
- B. Patients have the right to be interviewed, examined and cared for in an environment that affords as much visual and auditory privacy as possible.
 - 1. Patients may request the presence of a member of their own sex during an examination/procedure performed by a health professional of the opposite sex.
 - 2. Patients may expect not to remain disrobed any longer than is absolutely necessary to accomplish the medical purpose for which they were asked to disrobe.
 - 3. Patients may expect that any examination, discussion or consultation involving their individual case will be conducted discreetly. Individuals not directly involved in the patient's care will not be present without the patient's permission.
 - 4. Medical records may be read only by individuals involved in the patient's care or involved in monitoring the quality of that care. Other individuals may view the patient's medical record only with the patient's written authorization or the authorization of the patient's legal representative.
 - 5. All communications and other records pertaining to patient care, including information regarding the patient's source of payment, are treated as confidential.

PATIENT RIGHTS TO CONSENT/REFUSAL FOR TREATMENT

- A. Patients will not be subjected to any treatment/procedure without voluntary, competent and knowledgeable consent, or that of a legally authorized representative.
- B. To assure that patients are able to make reasonably well-informed decisions, they must be provided with a clear, concise explanation of their condition and be given all information regarding intended technical procedures.
 - 1. All patients are to be made aware of any risk of mortality, the possibility of any serious side effects, problems related to recuperation, and the probability of the success of the procedure.
 - 2. Patients are to be informed of any medically significant alternatives for care or treatment.
- C. Patients have the right to choose whether or not to participate in training programs, the gathering of data for research purposes, or other research/educational projects.
- D. Any patient (or legally authorized representative) may refuse to allow treatment to the extent permitted by law. When this refusal prevents the provision of appropriate care in accordance with the hospital's standards and the standards of the health professional involved, the relationship with the patient may be terminated upon reasonable notice.

PATIENT RIGHTS/COMPLAINTS

All patient complaints will be directed to the Director of Operations, if the problem cannot be resolved the Practice Manager will be notified. If the Practice Manager cannot resolve the issue the President of the Group will be notified to assist in resolution.

In accordance with Medicare, patients have the right to submit comments and/or complaints regarding this facility's imaging services to the American College of Radiology, our accrediting body.

Diagnostic Modality Accreditation Program
Attn: Consumer Complaints
American College of Radiology
1891 Preston White Drive
Reston, Virginia 20191

- A. At all times and under all circumstances, patients may expect to receive considerate, respectful care and to be treated with regard for their personal dignity and privacy.
- B. Patients have the right to expect that the office will provide a safe and secure environment as possible.
- C. It is the responsibility of all staff members to see that all patients are accorded their rights as outlined in the following policies, relating specifically to:
 - 1. Personal and informational privacy and confidentiality
 - 2. Consent/Refusal for treatment