

## Patient Bill of Rights and Responsibilities

*Prevail Prosthetics & Orthotics, Inc. recognizes and respects the rights of patients and their families and treats them with courtesy and dignity. Our facility provides care that preserves cultural, psychosocial, spiritual, and personal values, beliefs, and preferences. We encourage patients and families to become active partners in their care by asking questions, seeking resources, and advocating for the services and support they need.*

### You Have the Right to...

**Receive care that is free from discrimination.** This means that you should not be treated differently because of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression.

**Get important information about your care.**

**Make decisions about your care.**

**Select your practitioner who provides you with your orthotic and prosthetic device**

**Refuse care.** If you refuse care, this facility may:

Suggest other ways of treating you and still continue to see you.

Refer you to another provider to get care.

**Know the names and roles of your health care team.**

**Personal privacy and privacy of your health information.**

**View and get a copy of your medical record.**

**Receive an explanation of the fees for which you are responsible.**

**Speak with a staff member or supervisor if you are concerned with any aspect of your care.**

Contact our business office at 1-800-745-3295 and speak with the business manager

File a written complaint with the front desk. You will be contacted by management for resolution.

Make suggestions on how to resolve your concern.

Important note: If you voice your concern and recommend changes, your care will not be affected or decreased in any way.

### Your Responsibilities:

**We expect patients and family members to act in an honest, reasonable and responsible way and to follow facility rules at all times, including smoke-free policies.**

They are in place to support quality care and a safe environment.

It is important that you:

- Share complete and accurate information about your health, health care coverage, and any other requested information, and provide copies of all medical insurance cards.
- Ask questions if you do not understand information provided to you about medicines and treatment.
- Follow your treatment plan. Understand that your device may require adjustments to ensure proper fit.
- Show respect and consideration for staff and other patients, including their families and their belongings.
- Pay for any services for which you are responsible.
- Be on time for appointments and call as soon as possible if you need to cancel.
- Keep any information private if heard or seen regarding another patient or staff. Do not take pictures, videos, or other images, and recordings of other children, family members, or staff without permission. We care about our patient's privacy and take it very seriously.
- Leave valuables at home.