

## **PATIENT RIGHTS AND RESPONSIBILITIES**

### **You have the following patient rights:**

- The right to be able to identify visiting staff members through proper identification.
- The right to be cared for and choose an organization that adheres to ethical care and business practices.
- The right to be informed of care, treatment, and/or service limitations in accordance with physician orders.
- The right to make informed decisions regarding care.
- The right to have their values and preferences, including decisions to refuse care, discontinue care treatments, and services respected.
- The right to confidentiality of the information collected about them and to control access to this information.
- The right to privacy and security and to have their property respected.
- The right to have care, treatments, and services provided in a manner that safeguards each patient's dignity and cultural, psychosocial, and spiritual values.
- The right to be free from mental, physical, sexual, verbal abuse, neglect, and exploitation.
- The right to have a complaint heard, reviewed, and, if possible, resolved without restraint, interference, coercion, discrimination or reprisal.
- The right to be involved in resolving conflicts, dilemmas or ethical issues about care or service decisions.
- The right to be involved in decisions when the organization's review results in a denial of care, treatment, services, or payment.
- The right to choose whether or not to participate in research, investigational or experimental studies, or clinical trials.
- The right to be communicated with, both directly and indirectly, through other providers in an ethical and efficient manner.
- The right to be informed of any obligation Tela Medical, LLC has under applicable laws and/or regulations.
- The right to be provided with information about the charges for which the patient is responsible.
- The right to access, request amendments to, and receive an accounting of disclosures regarding their own health information as permitted under applicable law.
- The right to be informed of any existing or potential conflict of interest, which includes financial benefits when referring to other organizations that can affect provision of care.
- The right to be fully informed of his or her responsibilities.

### **You have the following patient responsibilities:**

- Responsibility to report perceived risks in your care and unexpected changes in your condition.
- Responsibility to help our organization understand your environment by providing feedback about service needs and expectations.
- Responsibility to ask questions when you do not understand any aspect of care or treatment.
- Responsibility to follow the care, treatments, and services as planned.
- Responsibility for the outcomes if you do not follow the care, treatments, and services we provide.
- Responsibility to follow our organization's rules and regulations.
- Responsibility for you and your family to be considerate of our staff and property.
- Responsibility to meet any financial obligation agreed to with our organization.

**The patient will also receive a copy of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) Notice of Privacy Practices.**