

# *MetropolitanMD*

## **Policy on Patient Rights**

### **Patient Rights:**

- **P**atients are treated with respect, consideration, and dignity.
- **W**e follow the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Under the HIPAA guidelines, patients are provided the appropriate privacy. Patients have the right to privacy of information given and services provided. Patients have the right to be informed of any persons other than routine personnel that will be observing or participating in his/her treatment.
- **P**atients are provided appropriate privacy. Patients have the right to privacy of information given and services provided. Patients have the right to be informed of any persons other than routine personnel that will be observing or participating in his/her treatment.
- **P**atients have the right to know the qualifications of their physicians.
- **P**atients have the right to know the person or persons responsible for coordinating his/her care.
- **P**ersonal disclosures and records are treated confidentially, and, except when required by law, patients are given the opportunity to approve or refuse their release.
- **P**atients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment, and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.
- **P**atients have the right to receive from his/her physician enough information so that he/she may understand the procedure or treatment being received in order to sign the informed consent.
- **P**atients have the right to refuse treatment and to be informed of the consequences of his/her actions.
- **P**atients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
- **P**atients have the right to be informed as to the facilities policy regarding advance directives/living wills.
- **P**atients have the right to know if any research will be done during his/her treatment and have the right to refuse treatment.

- **P**atients have the right to expect that care provided and services rendered are consistent with stated quality standards.
- **P**atients have the right to be informed of the mechanism for continuing health care following discharge from MetropolitanMD.
- **P**atients have the right to examine and receive an explanation of his/her statement of charges regardless of the source of payment.
- **P**atients have the right to know in advance the expected estimated amount of his/her charges. Patients have the right to know what rules and regulations apply to his/her conduct and responsibilities as a patient.
- **P**atients have the right to know services available at MetropolitanMD.
- **P**atients have the right to an interpreter if they do not speak or understand the predominant language of the community.
- **P**atients have the right to know provisions for after-hours and emergency care.
- **P**atients have the right to know methods for expressing grievances and suggestions to MetropolitanMD.
- **P**atients have the right to information concerning the institution to which he/she may be transferred should an emergency occur. The institution to which the patient is transferred will have given approval prior to the transfer.
- **M**arketing or advertising regarding the competency and capabilities of MetropolitanMD is not misleading.