

PATIENT RIGHTS & RESPONSIBILITIES

In caring for the medical problems of patients, Northwest NeuroSpecialists, PLLC strives at all times to respect the patient's individuality, privacy and other rights.

A PATIENT HAS THE FOLLOWING RIGHTS:

1. Not to be discriminated against based on race, national origin, religion, gender, sexual orientation, age, disability, marital status or diagnosis.
2. To receive treatment that supports and respects the patient's individuality, choices, strengths and ability.
3. To receive privacy in treatment and care for personal needs.
4. To review, upon written request, the patient's medical record.
5. To receive a referral to another provider or healthcare facility, if the physician is unable to provide physical health services or behavioral health services for the patient.
6. To participate or have the patient's representative participate in the development of, or decisions concerning treatment.
7. To participate or refuse to participate in research or experimental treatment.
8. To receive assistance from a family member, representative, or other individual in understanding, protecting or exercising the patient's rights.
9. To be treated with dignity, respect and consideration. Any sort of abuse, including verbal, physical, psychological, sexual, emotional abuse and misappropriation of patient property is prohibited.
10. To obtain from their physician, complete information concerning their diagnosis, treatment, and prognosis in terms the patient can reasonably understand. The patient may also consult with specialist(s) at their own expense.
11. To obtain the information necessary to participate in treatment decisions and give informed consent before the start of any procedure. The patient may also withdraw consent to treatment before treatment is initiated. If the patient does not understand English, they may have an interpreter.
12. To make an advance directive thru a Living Will or Medical Power of Attorney
13. To voice a complaint without fear of retaliation.

PATIENT RESPONSIBILITIES:

1. **Provision of Information:** A patient has the responsibility to provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, existing advanced directives, and other matters relating to their health. The patient has the responsibility to report changes in their condition and whether they clearly understand instructions.
2. **Refusal of Treatment:** The patient is responsible for the outcome of their actions if they refuse treatment or do not follow medical instructions.
3. **Physician Practice Charges:** The patient is responsible for assuring that the financial obligations of their health care are fulfilled promptly.
4. **Physician Practice Rules and Regulations:** The patient is responsible for following physician office rules concerning patient care and conduct.
5. **Respect and Consideration:** The patient is responsible for being considerate of the rights of other patients and physician office personnel.

RATE SCHEDULE:

A copy of the fee schedule is available upon request from the front desk.

COMPLAINTS AND GRIEVANCES:

Northwest NeuroSpecialists, PLLC strives to provide the best possible care during your visit. If you have any concerns, questions or complaints about your care or treatment, please let your Provider or the Practice Administrator know. If you have a complaint, we want to resolve it as soon as possible. If you believe your concern has not been addressed, you may contact: Monica Humphrey, Practice Administrator (520) 742-7890 or (520) 349-1829

