

STATEMENT OF PATIENTS' RIGHTS AND RESPONSIBILITIES

Romeo Medical Clinic has adopted the following written policies concerning the rights and responsibilities of all patients:

1. Patients have the right to considerate and respectful care.
2. Patients have the right to actively participate in decisions regarding medical care and to refuse treatment to the extent permitted by law.
3. Patients have the right to privacy concerning their own medical care and to expect that all communications and records pertaining to their care will be treated as confidential. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. Staff not directly involved in the patient's care should have the permission of the patient to be present.
4. Patients have the right to receive information necessary to give informed consent prior to any procedure or treatment.
5. Patients have the right to examine and receive an explanation of their bill regardless of source of payment. They also have the right to know fees for specific services provided by Romeo Medical Clinic.
6. Patients have the right to know what Romeo Medical Clinic rules and regulations apply to their conduct as a patient and to know provisions for after-hours and emergency care.
7. Patients have the responsibility to provide accurate and complete information regarding past and present health concerns.
8. Patients are responsible for promptly fulfilling the financial obligations of health care.
9. Patients are responsible for following the recommended treatment(s).
10. Patients' rights and responsibilities apply also to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
11. Patients have the right to all 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.
12. Patients have the right to refuse to participate in experimental research.
13. Patients have the right to change their provider to any other available provider.

14. Patients are responsible for providing a responsible adult to transport them home from Romeo Medical Clinic if necessary.
15. Patients are required to be respectful of all the healthcare providers and staff of Romeo Medical Clinic as well as other patients.

PROCEDURE:

1. A copy of the patient's rights are posted in the reception area.
2. Patients' rights and responsibilities are available on the web at www.romeoclinic.com.
3. Patients' satisfaction will be surveyed at selected intervals.
4. Patients' surveys are available on the web at www.romeoclinic.com.
3. All staff shall be oriented to patients' rights.