

# Oral and Maxillofacial Surgery Associates of Chester County LTD.

## Patient's Bill of Rights

Oral and Maxillofacial Surgery Associates of Chester County presents this policy statement to contribute to effective patient care and satisfaction of the patient. The doctors and personnel of our organization seek excellence of service to patients. We recognize that this effort must include effective communication with our patients and/or our patient's family as well as cooperation by our patients and/or our patient's families with our doctors and our organization.

### Organizations Responsibilities to the Patient

1. The organization strives to give reasonable and respectful care by competent personnel to each patient.
2. The organization endeavors to respect the personal privacy of the patient including privacy concerning his or her own program of care. Case discussion, consultation, examination and treatment are considered confidential and will be conducted discreetly.
3. The organization respects the patient's right to expect that all communications and records pertaining to the patient's care should be treated as confidential, except as otherwise provided by law or third-party contractual agreement.
4. The organization relies upon the attending doctor to keep the patient or family informed of the patient's diagnosis, treatment, and prognosis, in terms the patient can be expected to understand. The organization recognizes the value of ongoing communication.
5. The organization will implement emergency procedures without unnecessary delay.
6. The organization will provide upon request from the patient, information as to the identity and function of any health care professional who is treating the patient. It is the organization's policy that all employees wear name tags.
7. The organization will respect the patient's right to refuse diagnostic procedures and treatment including drugs. The doctor shall inform the patient of the medical consequences of such a refusal.
8. The patient has the right to assistance in obtaining consultation with another doctor, at the patient's request and expense.
9. Any patient asked to participate in a program of clinical research will be asked to give informed consent and may withdraw his participation at any time.
10. The organization will, upon request, review and provide an explanation of the patient's bill, regardless of the source of payment.
11. On request, the organization shall provide access to all information in his medical record with the approval of the attending doctor, unless contraindicated for medical or legal reasons.
12. The organization shall provide a Quality Assurance Program to assure that each patient receives good quality care through high professional standards that are continually maintained and reviewed.
13. The organization will provide its services in a timely manner and with the least discomfort possible to the patient.
14. The organization has a policy of providing appropriate services without discrimination based on the patient's race, color, religion, sex, nation of origin, or source of payment.
15. The organization recognizes the right of the patient to be informed of his or her rights.
16. In the event that a patient becomes dissatisfied with services rendered by the organization a

written complaint should be presented to organization. This matter will then be reviewed and resolved in the most expedient manner. The complainant shall receive prompt notification that a complaint has been received, assurance that his or her care will not be compromised by making a complaint, and notification of the resolution of the problem.

17. The physical facilities of the office will be neat and clean. All patient treatment areas will be disinfected in accordance with national guidelines. All instruments will be appropriately sterilized and disposable (one time use) materials will be utilized whenever possible. Sterilizing equipment, monitoring devices, anesthesia machines and x-ray equipment will be periodically tested to ensure proper performance.

### **Patient/Parent's Responsibility to the Organization**

1. The patient/guardian is responsible for providing information about past illness, hospitalizations, medications and other matters relating to the patient's health.
2. The patient/guardian is responsible for cooperating with all personnel and for asking questions, if directions and procedures are not understood.
3. The patient/guardian is responsible for providing information necessary for insurance processing, however, the patient has the ultimate responsibility in paying all bills.
4. The patient/guardian is responsible for being helpful to doctors, nurses and allied personnel in their effort to return him or her to health by following their instructions and medical orders.

### **Doctor-Patient Relationship**

Both the patient and the doctor have the right to terminate the doctor-patient relationship. The following are among the reasons to consider such action.

1. Incompatibility of personalities which interferes with the proper investigation and treatment of the patient.
2. When the problem from which the patient suffers is foreign to the doctor's expertise. In this situation, names of other doctors will be suggested to the patient.
3. Excessive consultation with other doctors without the knowledge and consent of the primary doctor, after making certain that the patient understands the hazards in such a situation.
4. Repeated failure to follow the doctor's advice and treatment and lack of cooperation.

Adequate time will be allowed for the patient to find another doctor before services are terminated. The names of one or more doctors in the area capable of treating the patient's condition will be furnished at the patient's request.

Approved by the Board of Directors June 1994