

Northern Orthopedic Laboratory, Inc. Patient Rights and Responsibilities.

- A. The facility shall support the right of the patient to participate in the decisions about the intensity and scope of treatment including the establishment of goals and expected outcomes. Patient's participation in these decisions is documented in the patient's chart.
- B. All decisions developed from the treatment plan shall be disclosed to the patient. The facility shall adhere to the policy of informed consent.
- C. The facility shall inform the patient of the facility's hours. Northern Orthopedic Laboratory, Inc. professional hours for the Watertown office are Monday through Friday 8AM to 5PM, and the Ogdensburg office is by appointment. All facilities are cover by an answering service for after hours and emergency services.
- D. The facility shall inform the patient of the facility's services, fees, and payment policies.
- E. Patient's have the right to competent, concerned, individualized care and service without regard to race, creed, color, age, sex, or handicap.
- F. The patient has the right to be treated by medical professionals of his/her choice and to communicate with them concerning the planning of his/her care.
- G. The patient the right to request Northern Orthopedic Laboratory, Inc. to recommend services, evaluations, and referrals appropriate to the nature of his/her illness and rehabilitation plan.
- H. The patient has the right to expect Northern Orthopedic Laboratory, Inc. to maintain a written care plan for patient services and equipment maintenance.
- I. The patient has the right to be fully informed as to the nature of the device and method of service to be rendered.
- J. The patient has the right to have his/her privacy respected and all medical and financial information treated as confidential. Northern Orthopedic Laboratory, Inc. requires a signed, written consent for release of information.
- K. The patient has the right to submit, at any time, a written complaint. Such communications shall be directed to the Business Manager/Director of Operations at Northern Orthopedic Laboratory, Inc. The filing of a complaint will not disrupt service and will be investigated within five working days after its receipt.
- L. The patient has the responsibility to be present for delivery and explanation of device use. The patient also has the responsibility to have a caregiver present if the situation warrants that he/she is incapable of understanding the operation and use of the device.
- M. The patient has the responsibility to pay all bills in a timely manner.
- N. The patient has the responsibility to insure that the equipment will not be abused and that no unauthorized attempts at equipment repair will be made.