

## **Sampson's Prosthetic & Orthotic Lab**

### **Patient's Bill of Rights**

- Every patient shall have the right to considerate and respectful care.
- Every patient can reasonably expect complete and current information concerning his/her referring physician diagnosis, prosthetic or orthotic evaluation, fitting, and device care in terms that he/she can understand. When it is not medical advisable to give the information to the patient, it may be made available to the appropriately designation person on his/her behalf per HIPPA allowance.
- Every patient shall have the right to know by name and specialty, the practitioner responsible for his/her care.
- Every patient shall have the right to HIPPA privacy.
- Every patient shall have the right to respectfulness and privacy as it related to his/her medical program. Case discussion, consultation, exam and treatment are confidential and must be conducted discreetly per HIPPA Compliance.
- Every patient shall have the right to expect the facility to make a reasonable response to his/her request.
- Every patient shall have the right to expect reasonable continuity of care. This shall include but not be limited to what appointment time and practitioners are available.
- Every patient shall be fully informed, prior to the delivery of the prosthetic or orthotic device, of services and related charges including any charges for services not covered by insurance.
- Every patient shall be assured confidential treatment of his/her personal and medical records and may approve or refuse their release to any individual outside the facility, expect as otherwise provided by law, third party payor agreement or as signed and otherwise released by patient's signature.
- Every patient is expected to treat Sampson's Prosthetic and Orthotic Lab staff with respect and professionalism.
- Every patient has the right to ask questions as to self-care, proper and appropriate device use, warranty, repair, replacement and/or need for follow up appointment or consultation or financial obligation and payment.