



KLEINERT KUTZ
Hand Care Center

PATIENT'S BILL OF RIGHTS AND RESPONSIBILITIES

The Facility has adopted the following policies concerning Patient's Rights:

1. Patients have the right to receive considerate and respectful care, be treated with dignity, be free from all forms of abuse or harassment, and be free from any act of discrimination or reprisal. Patient wishes are respected and considered.
2. The patient has the right to obtain clinical care and services from a trained provider of their choice.
3. The patient has the right to expect that all disclosures and records pertaining to his/her care should be treated as confidential. The patient has the right to receive copies of their medical records.
4. Patients have the right to personal privacy. The patient has the right to every consideration of his/her privacy concerning his/her medical care program including discussion of the case, consultation, and examination and treatment.
5. The patient has the right to receive from his/her physician, information necessary to provide informed consent prior to the start of any procedure and/or treatment including expected outcomes, risks and benefits of treatments.
6. The patient has the right to refuse treatment and/or to change physicians and obtain a second opinion.
7. The patient has the right to obtain from his/her physician complete current information concerning his/her diagnosis, evaluation, treatment and prognosis to the degree known in terms and language that the patient, patient representative, or patient surrogate understands.
8. The patient has the right to examine and receive explanation of his/her bill regardless of source payment, fees for service, and payment policies.
9. The patient has the right to be advised if the physician proposes to engage in or perform clinical research affecting his/her care or treatment. The patient has the right to refuse to participate in such research projects.
10. The patient has the right to expect reasonable care and continuity of care including how to contact his/her physician after hours and what to do in care of an emergency.
11. Patients have the right to have information available regarding the name and credentials of the health care professionals providing their care.
12. If a patient is adjudged incompetent under applicable State laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under state law to act on the patient's behalf. If a state court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by state law.

13. The facility must inform the patient of the patient's rights and must protect and promote these rights. These rights will be posted on our website and the patient portal.
14. Patients have the right to call or write to the Compliance Officer at this facility to express suggestions, complaints, and grievances, including those required by state and federal regulations. Address is 225 Abraham Flexner Way Suite 800, Louisville, KY, 40202, telephone 502-562-0371. Patients may also contact the following hotlines:

Medicare: 800-633-4227

Kentucky State Consumer Protection Division: 502- 696-5389.

Indiana State Consumer Division: 800-382-5516

The Facility has adopted the following policies concerning Patient's Responsibilities

1. It is the patient's responsibility to fully participate in decisions involving his/her own health care, to follow the treatment plan, and to accept the consequences of these decisions. Request information or clarification when they do not fully understand their health status or treatment.
2. The patient is responsible for providing complete and accurate information about his/her health, any medications, including over-the-counter products and dietary supplements, and any allergies or sensibilities.
3. It is the patient's responsibility to inform his/her provider about any living will, medical power of attorney or other directive that could affect his/her care.
4. It is the patient's responsibility to provide financial and insurance information and accept personal financial responsibility for any charges not covered by his/her insurance. Timely resolution of their financial obligations.
5. It is the patient's responsibility to be respectful of all the health care professionals and staff, as well as other patients.
6. Attend appointments or notify the practice if you are unable to do so.
7. Provide financial and insurance information and timely resolution of their financial obligation.