

## Patient Bill of Rights and Responsibilities

We consider you a partner in your health care. When you are well informed, participate in treatment decisions and communicate openly with your doctor and other health professionals, you help make your care as effective as possible. Therefore, Virginia Urology has adopted the following Patient Bill of Rights and Patient Responsibilities.

### Patient Bill of Rights

1. You have the right to be treated with dignity.
2. You have the right to considerate, respectful care.
3. You have the right to be well informed about your illness, how you will be evaluated to reach a diagnosis, possible treatments, expected outcomes and likely prognosis, and to discuss this information with your doctor. When it is medically inadvisable to give this information to you the patient, the information is provided to a person either determined by the patient or a legally authorized person, to include but not limited to: family member, parents, guardians and/or surrogates and next of kin as designated in Virginia Code 54.1-2986.
4. You have the right to know the names and roles of the people treating you.
5. You have the right to consent to or refuse a treatment, as permitted by law.
6. You have the right to expect that treatment records are confidential unless you have given permission to release information or reporting is required or permitted by law.
7. You have the right to expect that Virginia Urology will provide necessary health services to the best of its ability.
8. You have the right to be provided with appropriate privacy and confidentiality as specified in Title 45 CFR parts 160 and 164.
9. You have the right to participate in decisions involving your healthcare, except when such participation is contraindicated for medical reasons.
10. Patients and staff have the right to information, or guidance to where information can be obtained, pertaining to all of the mentioned rights above plus:
  - a. Patient conduct, responsibilities and participation
  - b. Services available at Virginia Urology
  - c. Provisions for after-hours and emergency care
  - d. Fees for services
  - e. Payment policies
  - f. Patients' right to refuse to participate in research
  - g. Credentialing of health care professionals
11. You have the right to information concerning policies on advanced directives, including State health and safety laws and, if requested, official State Advanced Directive Forms. It will be noted in your medical record if you have executed an advanced medical directive.
12. You have the right to change your health care provider if other qualified healthcare providers are available.
13. You have the right to accurate information regarding the competence and capabilities of the organization in a way which is not misleading to you.
14. You have the right to appropriate information regarding any absence of malpractice insurance coverage.

15. You have the right to be free from all forms of abuse, neglect or harassment.
  - a. Patient abuse, neglect or mistreatment is any action or failure to act which causes unreasonable suffering, misery or harm to the patient. It includes physically striking or sexually assaulting a patient. It also includes withholding of necessary food, physical care, and medical attention.
  - b. Patient harassment is a behavior which is found threatening or disturbing. It is the unwelcome conduct that is based on race, color, religion, sex (including pregnancy, sexual orientation, and gender identity), national origin, age (40 or older), disability or genetic information.
16. You have the right to information relating to expressing any suggestions, complaints, grievances and external appeals, as required by state and federal laws and regulations.
  - a. To file a complaint directly with Virginia Urology, you may submit your complaint or grievance to the attention of:

Virginia Urology, Administrator/CEO  
9101 Stony Point Drive  
Richmond, VA 23235
  - b. To file a complaint with the Medicare Ombudsman Office, you can call 1-800-633-4227; TTY users should call 1-877-486-2048 or visit <https://www.cms.gov/Center/Special-Topic/Ombudsman/Medicare-Beneficiary-Ombudsman-Home>
  - c. To file a complaint with the Virginia Department of Health, you may submit your complaint or grievance to:

Office of Licensure & Certification  
Division of Acute Care Services  
9960 Mayland Drive, Suite 401  
Henrico, VA 23230  
Complaint Hotline: 1-800-955-1819 (toll free) or 1-804-367-2106.  
<https://www.vdh.virginia.gov/licensure-and-certification/complaint-unit/>
17. You have the right to choose the facility of your choice for all procedures. Virginia Urology physicians have an ownership interest in Virginia Urology.
18. You have the right to exercise your rights without being subjected to discrimination, reprisal or retaliation.
19. Virginia Urology will display Accreditation Certificate to verify the facilities successful accreditation for patient's information.
20. Any marketing performed by Virginia Urology regarding the capabilities and competencies are not misleading to the public.
21. You have the right to written (Spanish) and verbal notice of patients' rights and responsibilities in a language and manner that the patient/patient representative/or surrogate understands.
22. Patients' rights will be posted in the patient waiting area so the patients, patient representatives and or surrogates have access to these.
23. If you require assistance as a result of a disability, you are entitled to be accompanied by a designated support person at any time during which health care services are provided (subject to health and safety requirements).

**Patient Responsibilities:**

Prior to receiving care, patients are informed of their rights and responsibilities. These are given to the patient during the scheduling of any procedures to be done in the ASC as well as posted for viewing in the waiting area of the ASC. These responsibilities include:

1. You are responsible for providing accurate and complete information to your best ability about present complaints, past illnesses, hospitalization, medications, (including over the counter products, dietary supplements and alternative medications), food, environmental or medication allergies/sensitivities, and other matters relating to your health to ensure we are able to give you the best care possible.
2. You are responsible for questioning, understanding and following to the best of your ability, the treatment plan recommended by your physician, nurses and other health care workers.
3. You are responsible for your actions should you refuse treatment.
4. You are responsible for being respectful of the rights and privacy of other patients and the center personnel by assisting in the control of noise and by encouraging the cooperation of your visitors to do the same.
5. You are responsible for being respectful of the property of others and of the physician office.
6. You are responsible for assuring that financial obligations not covered by your insurance for your health care are fulfilled as promptly as possible.
7. You are responsible for following physician office safety regulations and other rules affecting patient care and conduct.
8. You are responsible for providing a responsible adult to transport you home from the facility to remain with you for the next 24 hours as instructed by your provider.
9. You are responsible to provide the physician office with any living will, advanced directive or power of attorney information that will affect your care in the physician office.
10. You have the right to change your health care provider if other qualified healthcare providers are available.