

PATIENT RIGHTS & RESPONSIBILITIES

The Union/De La Torre Orthotics & Prosthetics supports and respects the right of every patient as central to the delivery of quality orthotic care.

Union/De La Torre Orthotics & Prosthetics recognizes that each person's needs are unique and that treating patients with respect and dignity includes consideration of each patient's individual circumstances, work and home environments.

Union/De La Torre Orthotics & Prosthetics honors and protects the rights of children and those adults who are not competent to be responsible for their care. In those cases, the legally responsible party exercises the rights and responsibilities for the patient.

YOU HAVE THE RIGHT TO

- ◆ Reasonable access to services
- ◆ Be informed of your rights and responsibilities
- ◆ Respectful care delivered in a safe environment by competent personnel
- ◆ Information about diagnosis, prognosis, orthosis or prosthesis and options given in a language that you understand
- ◆ Participate fully in decision making about your care
- ◆ Personal privacy and confidentiality
- ◆ An explanation of your health care coverage and your bill
- ◆ Report any instances where you feel your rights have not been honored

PATIENTS HAVE THE RESPONSIBILITY TO

- ◆ Provide complete and honest information about your current health status, health history, and any home, work or environment concerns
- ◆ Participate in the design/treatment plan
- ◆ Be considerate of the rights of other patients and Union/De La Torre Orthotics & Prosthetics personnel
- ◆ Follow rules and regulations regarding patient care and safety
- ◆ Assure that the financial obligations associated with your care are met to the best of your ability
- ◆ Ask questions

IF YOU HAVE A COMPLAINT

You are encouraged to discuss your concerns with your practitioner. If you feel that this does not resolve the issue, you should bring your complaint to the attention to the Compliance Officer of Union/De La Torre Orthotics & Prosthetics.

You will receive a response within three (3) business days and with your active participation, a course of action will be determined and implemented.

Presenting a complaint does not affect your care while you are a patient at Union/De La Torre Orthotics & Prosthetics or compromise your access to service in the future.

Ann Moss
President
Union Orthotics & Prosthetics Co.
De La Torre Orthotics & Prosthetics