



Patient's Bill of Rights and Responsibilities

We believe our patients have certain rights when visiting our office as well as certain responsibilities to our office. Below is a summary of these rights and responsibilities. All employees should become familiar with these rights and responsibilities and adhere to them in the performance of their job responsibilities.

You have the right:

- To the highest quality of health care possible.*
- To be treated with consideration, respect and without discrimination.*
- To privacy during treatment and consultation.*
- To receive accurate and easily understood information about our physicians.*
- To ask questions and get a straight answer.*
- To know all your treatment options and to participate in decisions about your treatment, to refuse any operation, procedure, or treatment; to seek a second opinion.*
- To be told when your treatment will be part of a research study and to refuse to participate.*
- To be informed about your continuing health care needs.*
- To inquire about the possibility of financial aid.*
- To talk in confidence with our staff and to have your health care information protected. You have the right to review and copy your own medical record and request an amendment to the record if you feel it is not accurate, relevant or complete.*
- To speak your mind and expect an honest response from the doctor and everyone on our staff.*
- To file an advance medical directive.*
- To be free from all forms of abuse or harassment.*
- To exercise your rights without being subject to discrimination or reprisal.*
- To register a complaint with our office administrator about the operations of our office including waiting times, operating hours, the conduct of health care personnel and the adequacy of our health care facilities and to get a response to your complaint.*

Register a
complaint with:



Our Administrator,
Laura Forehead,
402.397.9800

Michael Grutsch, PA-C
DHHS Division of Public Health Investigations
1033 O Street, Suite 500, Lincoln, NE 68508
402.471.0175

Office of Medicare Beneficiary Ombudsman:
www.medicare.gov/Ombudsman/activities.asp

You have the responsibility:

- To keep your appointments.*
- To provide complete information about your past health.*
- To let us know if you do not understand or cannot follow our health care instructions.*
- To cooperate fully in the treatment program you and your doctor have agreed to.*
- To be prompt in payment of your account.*
- To provide all information necessary to qualify for any financial assistance you may request.*
- To provide information about current medications or treatment being rendered by other physicians.*
- To provide us with accurate demographic information including phone number, address, employer information and insurance information.*