

# NOTICE OF PATIENT'S RIGHTS AND RESPONSIBILITIES

The Practice has adopted the following policies in regard to Patients' Rights and Responsibilities:

## Patients Have The Right To:

1. Receive care in a respectful and courteous manner in a setting free from discrimination, abuse or harassment.
2. Receive privacy concerning your medical care. Discussions and consultations about your care as well as examinations, treatments and medical records will be handled discreetly.
3. Know the names of the employees and the medical staff members that treat you.
4. Be fully informed about a treatment or procedure and the expected outcome before it is performed. Refuse treatment as permitted by law.
5. Know the provisions the Practice has arranged for handling emergency care and after- hours care.
6. Have all reasonable requests responded to promptly and adequately within the capacity of Urology of Greater Atlanta, LLC.
7. Be informed by a Medical Staff member of your continuing health care requirements after discharge from the Practice. You may have a designee assigned to receive this information.
8. Review your bill and receive a detailed explanation of all fees for specific services, regardless of the payment source.
9. Have your rights apply to any person with the legal responsibility to make medical care decisions for you.
10. An interpreter or use of alternative communication techniques/aids as needed.
11. Know that Urology of Greater Atlanta, LLC does not honor advance directives. However, you may notify staff regarding any advance directives you have in place. The information will be passed with your medical chart in the event that you must be transferred to another facility. State law and forms on this issue are provided at [http://www.gabar.org/news/new\\_advance\\_directive\\_for\\_health\\_care\\_act\\_signed/](http://www.gabar.org/news/new_advance_directive_for_health_care_act_signed/)
12. To know that this Practice is privately owned and managed by the physicians.
13. Know what responsibilities you have as a patient.

## Patient Are Responsible For:

1. Observe the rules and regulations of the Practice for your stay and treatment. Be considerate of other patients and practice personnel.
2. Read and understand all consents you sign. Advise a staff member if you do not understand the planned course of your treatment and what is expected of you.
3. Follow up on your doctor's instructions, take medications when prescribed, and ask any questions you might have concerning your health care.
4. Inform providers of your current health status and all medication you take including over-the-counter products and supplements.
5. Act responsibly in your treatment plan and comply with treatment recommendations. Failure to do so can adversely impact the desired clinical results.
6. Indicate if you feel your privacy and/or safety is being violated.
7. Pay financial obligations stated in our financial policy.
8. Respect Urology of Greater Atlanta, LLC property and equipment.
9. File a grievance within 30 days of the occurrence if you feel your rights have been violated. Below is a list of agencies where complaints can be reported.

### **Urology of Greater Atlanta, LLC**

Cheris L. Craig, MBA FACMPE Chief Administrative Officer 770-474-5281

V. Alex Garcias, MD MBA FACS Managing Partner 770-474-5281

### **Office of Regulatory Services**

Attn: Complaints Unit  
2 Peachtree Street NW  
Atlanta, GA 30303  
404-657-5700

### **Composite Board of Medical Examiners**

Attn: Complaints Unit  
2 Peachtree Street NW  
Atlanta, GA 30303  
404-657-6487

### **Medicare Beneficiary Office**

<http://www.medicare.gov/Ombudsman/activities.asp>

#1-800-MEDICARE (1-800-633-4227)

TTY #1-877-486-2048

Practices for Medicare & Medicaid Services

7500 Security Boulevard  
Baltimore, MD 21244-1850

### **Professional Licensing Board Division**

Georgia Board of Nursing  
237 Coliseum Drive  
Macon, GA 31217