



Genesis Medical Group

PATIENT RIGHTS AND RESPONSIBILITIES

At Genesis Medical Group we respect your rights as a patient and recognize that you are an individual with unique healthcare needs. We want you to know what your rights are as a patient, as well as what your obligations are to yourself, to other patients, and to your physician.

We encourage a partnership between you and your healthcare team. Your role as a member of this team is to exercise your rights and to take responsibility by asking for clarification of things you do not understand, by following your physician's recommendations and to promptly report any side effects that may occur.

As a patient you have the right ...

- ❖ To be informed of your rights and responsibility as a patient of Genesis Medical Group.
- ❖ To be informed of all rules, regulations, and services provided by the clinic, including the days and hours of service and what to do in an emergency, and clinic telephone numbers.
- ❖ To receive care in a safe setting that is free of abuse, neglect, and harassment by physicians and clinic employees.
- ❖ To receive considerate and respectful care. We respect your right to:
 - Expect quality treatment within the scope of our mission.
 - Be treated with dignity without discrimination. Your care will not be affected by race, religion, beliefs, cultural values, sex, or age.
 - Choose your own physician.
 - Ask all personnel involved in your care to introduce them-selves, state their role in your care and explain what they are going to do for you.
- ❖ To be informed about your treatment and healthcare. Your healthcare team will describe your proposed treatment to you. You can expect the team to explain:
 - A description of our condition and diagnosis.
 - Treatment plan.
 - The alternatives of treatment.
 - The prognosis and any problems related to treatment.
 - Recuperation.
 - The benefit and risks of each treatment option and alternatives.
 - The explanation of risks faced if treatment is not pursued.
- ❖ The right to make an informed consent.
- ❖ The right to make treatment choices and the right to refuse treatment.

PATIENT RIGHTS AND RESPONSIBILITIES CONTINUED..

- ❖ To be informed of any experimental, investigation, or research activities that involve your treatment. Your healthcare team will:
 - Ask you if you wish to participate in these activities. You have the right to refuse to participate in these activities or withdraw your previous consent.
- ❖ To receive a reasonable estimate of charges for medical care and a payment schedules prior to receiving treatment.
- ❖ To have privacy and confidentiality respected. Your healthcare team and clinic staff will:
 - Respect your privacy related to your medical care.
 - Provide confidential treatment of your condition, medical care, medical records, and financial information
- ❖ To have access to your personal medical records and obtain copies upon written request.
- ❖ To complain or file a grievance with the Clinic Administrator without fear of retaliation or discrimination.

As a patient you have the responsibility to ...

- ❖ Give the physician and your healthcare team accurate information about present complaints, past illnesses, hospitalizations, medications, and any other information about your healthcare.
- ❖ Report unexpected changes in your condition to your physician or nurse.
- ❖ Inform your physician or nurse of any discomfort/pain and changes in pain.
- ❖ Participate in the development of your plan of care, advance directives, and living will.
- ❖ Follow the treatment plan and medical directions recommended by your physician and healthcare team.
- ❖ Attend all appointments and when unable to do so contact the office 24 hours prior to your appointment to reschedule.
- ❖ Follow facility conduct rules, demonstrate good behavior, and assist in maintaining a safe/peaceful environment.
- ❖ Report new or changed insurance information, address changes, telephone number changes, email changes, and any other demographic changes to the front desk staff.
- ❖ Make sure financial responsibilities are carried out and pay copays/patient responsibility at the time of service.

You have a right to file a formal grievance/complaint against a nurse or physician at the following agencies:

Nurse: Texas Board of Nursing, 333 Guadalupe Street, Suite 3-460, Austin, Texas 78701, (512) 305-6838

Physician: Texas Medical Board, PO Box 2018, Austin, Texas 78768-2018, (800) 201-9353



Your Information. Your Rights.

Our Responsibilities.

This notice describes how medical information about you may be used and disclosed and how you can get access to this information.

Please review it carefully.

YOUR RIGHTS

When it comes to your health information, you have certain rights.

This section explains your rights and some of our responsibilities to help you.

Get an electronic or paper copy of your medical record

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask us to correct your medical record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

Request confidential Communications

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say “yes” to all reasonable requests.

Ask us to limit what we use or share

- You can ask us **not** to use or share certain health information for treatment, payment, or our operations.
 - We are not required to agree to your request, and we may say “no” if it would affect your care.
 - If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer.
 - We will say “yes” unless a law requires us to share that information.
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YOUR RIGHTS CONTINUED..

Get a list of those with whom we've shared information

- You can ask for a list (accounting) of the times we've shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We'll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of this privacy notice

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting us using the information on page 1.
 - You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.
 - We will not retaliate against you for filing a complaint
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YOUR CHOICES

For certain health information, you can tell us your choices about what we share.

If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation
- Include your information in a hospital directory
- Contact you for fundraising efforts

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases, we never share your information unless you give us written permission:

- Marketing purposes
 - Sale of your information
 - Most sharing of psychotherapy notes
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In the case of fundraising:

- We may contact you for fundraising efforts, but you can tell us not to contact you again.
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How do we typically use or share your health information?

We typically use or share your health information in the following ways.

Treat you

- We can use your health information and share it with other professionals who are treating you.

Example: A doctor treating you for an injury asks another doctor about your overall health condition

Run our organization

- We can use and share your health information to run our practice, improve your care, and contact you when necessary.

Example: We use health information about you to manage your treatment and services.

Bill for your Services

- We can use and share your health information to bill and get payment from health plans or other entities.

Example: We give information about you to your health insurance plan so it will pay for your services. continued on next page

How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

Help with public health and safety issues

- We can share health information about you for certain situations such as:
 - Preventing disease
 - Helping with product recalls
 - Reporting adverse reactions to medications
 - Reporting suspected abuse, neglect, or domestic violence
 - Preventing or reducing a serious threat to anyone's health or safety

Do research

- We can use or share your information for health research.

Comply with the law

- We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law

Respond to organ and tissue donation requests

- We can share health information about you with organ procurement organizations.
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Work with a medical examiner or funeral director

- We can share health information with a coroner, medical examiner, or funeral director when an individual dies.
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Address workers' compensation, law enforcement, and other government requests

- We can use or share health information about you:
 - For workers' compensation claims
 - For law enforcement purposes or with a law enforcement official
 - With health oversight agencies for activities authorized by law
 - For special government functions such as military, national security, and presidential protective services
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Respond to lawsuits and legal actions

- We can share health information about you in response to a court or administrative order, or in response to a subpoena
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OUR RESPONSIBILITIES

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.

Changes to the Terms of This Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site.