

PATIENT BILL OF RIGHTS

Red River ENT/Red River Sleep adopts and affirms as policy the following rights of patient/clients who receive services from our facility. Every patient has the right to be treated as an individual with his/her rights respected without regard to culture, economic status, education, handicap, race, color, national origin, disability, age, sex, which includes their gender identity and sex stereotyping, or religious background. Every patient shall have the following rights:

- Every patient, or his/her designated representative, shall whenever possible, be informed of the patient's rights and responsibilities in advance of furnishing or discontinuing patient care.
- The right to be treated with consideration, respect and recognition of their individuality, including the need for privacy in treatment.
- The right to be informed of the names and functions of all physicians and other health care professionals who are providing direct care to the patient. These people shall identify themselves by introduction and/or by wearing a name tag.
- The right to receive services of a translator or interpreter to facilitate communication between the patient and the health care personnel in a timely manner.
- The right to participate in the development and implementation of his/her plan of care.
- Every patient or his or her representative (as allowed by the state law) has the right to make informed decisions regarding his or her care.
- The patient rights include being informed of his/her health status, being involved in care planning and treatment, and being able to request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.
- The right to be included in experimental research only when he or she gives informed, written consent to such participation, or when a guardian provides such consent for an incompetent patient in accordance with appropriate laws and regulations. The patient may refuse to participate in experimental research, including the investigations of new drugs and medical devices.
- The right to be informed if clinic has authorized other health care and / or education institutions to participate in the patient's treatment. The patient shall also have a right to know the identity and function of these institutions, and may refuse to allow their participation in his/her treatment.
- The right to have his/her medical records, including all computerized medical information, kept confidential.
- The right to access information contained in his/her medical records within a reasonable time frame.
- The right to be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
- The right to be free from all forms of abuse and harassment.
- The right to receive care in a safe setting.
- The right to be informed in writing about the clinic policies and procedures for initiation, review and resolution of patient complaints or grievance's, including the address and telephone number of where complaints may be filed with the department.
- The right to be informed of his/her responsibility to comply with clinic rules, cooperate in the patient own treatment, provide a complete and accurate medical history, be respectful of other patients, staff and property, and provide required information regarding payment of charges.

If you have concerns regarding any of the items discussed in this document or concerns regarding any aspects of your care, please contact Red River ENT/Red River Sleep Management at 221 Windermere Blvd., Alexandria, LA 71303 or call 318-443-9773 or 318-443-1684. You may also advise the Louisiana Department of Health, DHH/Health Standards Section, P.O.Box 3767, Baton Rouge, LA 70821; 225-342-0138 or Toll Free 866-280-7737 or Fax 225-342-5292. You may also contact The Centers for Medicare and Medicaid at Medicare Beneficiary Ombudsman at www.medicare.gov

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