

## PATIENT'S BILL OF RIGHTS

1. The patient has the right to considerate and respectful care.
2. The patient has the right to obtain from his physician complete, current information concerning his diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand. When it is not medically advisable to give such information to the patient, the information should be made available to an appropriate person on his behalf. A patient has the right to know by name the physician responsible for coordinating his care.
3. The patient has the right to receive from his physician any information necessary to give informed consent prior to the start of any procedure and/or treatment. Except in emergencies, such information for informed consent should include but not necessarily be limited to the specific procedure and/or treatment, the medically significant risks involved, and the probable duration of incapacitation. Where medically significant alternatives for care or treatment exist, or when the patient requests information concerning medical alternatives, the patient has the right to such information. The patient also has the right to know the name of the person responsible for the procedure and/or treatment.
4. The patient has the right to refuse treatment to the extent permitted by law, and to be informed of the medical consequences of this action.
5. The patient has the right to expect that all communications and records pertaining to his care should be treated as confidential.
6. The patient has the right to every consideration of his privacy concerning his own medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discretely. Those not directly involved in his care must have the permission of the patient to be present.
7. The patient has the right to expect that within its capacity an office must make reasonable response to the request of the patient for services. Medical facilities must provide evaluation service, and/or referral as indicated by the urgency of the case. When medically permissible, the patient may be transferred to another facility only after receiving complete information and explanation concerning the needs for and alternatives to a transfer.
8. The patient has the right to obtain information as to the existence of any professional relationships among individuals, by name, who are treating them.
9. The patient has the right to expect reasonable continuity of care. He has the right to know in advance what appointment times and physicians are available.

### DISCRIMINATION IS AGAINST THE LAW

AUGUSTA ORTHOPEDIC & SPORTS MEDICINE SPECIALISTS, P.C. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. AUGUSTA ORTHOPEDIC & SPORTS MEDICINE SPECIALISTS, P.C. does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

AUGUSTA ORTHOPEDIC & SPORTS MEDICINE SPECIALISTS, P.C. provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters;
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

AUGUSTA ORTHOPEDIC & SPORTS MEDICINE SPECIALISTS, P.C. provides free language services to people whose primary language is not English, such as Information written in other languages.

If you need these services, contact AUGUSTA ORTHOPEDIC & SPORTS MEDICINE SPECIALISTS, P.C. Compliance Officer.

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If you believe that AUGUSTA ORTHOPEDIC & SPORTS MEDICINE SPECIALISTS, P.C. has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with AUGUSTA ORTHOPEDIC & SPORTS MEDICINE SPECIALISTS, P.C. Compliance Officer. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, AUGUSTA ORTHOPEDIC & SPORTS MEDICINE SPECIALISTS, P.C. Compliance Officer is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <http://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

The Georgia Composite Medical Board is responsible for regulating and enforcing the Medical Practice Act and the rules adopted by the Board. The Board's staff devotes much of its time to this serious responsibility to ensure the public's safety. Each complaint is evaluated by the Board's medical director and management staff to determine if the complaint is within the jurisdiction of the GCMB. A complaint within the jurisdiction of the Medical Board may then follow one of two paths: (1) a Matter Under Inquiry (MUI) or (2) a formal investigation.

In an MUI, the licensee is asked to give a narrative response concerning their medical care rendered. The patient's records are subpoenaed for evaluation by a panel of Board members assigned to review the complaint. The panel presents its findings to the Board, which then determines if the licensee may have violated the Georgia Medical Practice Act or otherwise deviated from the generally accepted standards of care. An MUI may turn into a formal investigation by the Board.

Serious complaints, criminal violations, public safety threats, and similar situations are referred directly for formal investigations by the Board's agents. These agents are certified law enforcement personnel who are trained in traditional investigations. The results of investigations by agents are also evaluated by Board members to determine if there are violations and any discipline and/or prosecutions are warranted.

The Board in its effort to protect the integrity of the complaint process as well as the Georgia health care consumer, accepts complaints as provided on this web site in a downloadable format for filing by mail, or by filing online at the appropriate link shown below. If you are unable to file online or print the mail-in complaint form, please call us to have a complaint form mailed to you

Please note: We are unable to take complaints by phone. All complaints must be submitted in writing or by online submission.

The Board discourages anonymous complaints, but if you are considering submitting one, please read the page on this site titled Frequently Asked Questions and refer to the questions on anonymous complaints.

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