

Help Us Help You!

Being a good patient does not mean being a silent one. If you have questions, problems, concerns or unmet needs, let us know.

Your Responsibilities as a Patient

Tell us your health history and current condition:

To help us provide you with effective medical care, we at Einstein Healthcare Network need you or your representative to give us accurate and complete information about present complaints, past illnesses, hospitalizations, medications, allergies, advance directives and other things related to your health history or care.

Help us keep you safe: Remind us to check your identity before medications are given, prior to a procedure or test, and before blood or lab specimens are obtained.

Tell us whether we have been clear: Ask questions at the time of your office visit or call us if directions or instructions are not clear.

Cooperate with us: Help physicians and healthcare providers in their efforts to care for you by following their instructions and medical orders.

Keep your appointment as scheduled and let us know when you are unable to keep your appointment

Respect other patients and staff: Be considerate of other patients and staff by:

- Controlling noise
- Not using foul or abusive language
- Not carrying a weapon of any kind
- Supervising children
- Observing our no-smoking policy
- Respecting the property of other people and of our office

Avoid smoking, unauthorized drugs, and substances that interfere with your health: Do not take drugs unless they have been prescribed by your physician, and make efforts to assure that prescriptions within your control are handled appropriately.

Give us access to others involved in your healthcare decisions: We expect your authorized representatives to be available to your physician to review your treatment in case you are unable to communicate adequately with your caregivers.

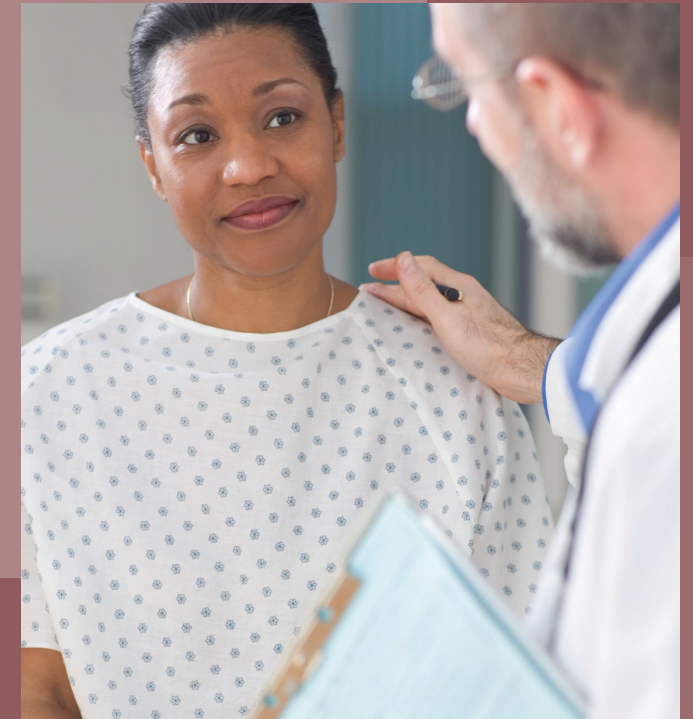
To the extent possible, provide payment for your care: It is understood that, through your insurance company or, when your insurance does not cover service through your own financial resources, you assume responsibility for paying for all services given to you, or discuss eligibility for Einstein Healthcare Network's charity care policy.

Discontinuance of Treatment: If the physician and the patient are unable to continue in a relationship where there is mutual trust, and these rights and responsibilities of the parties are not being respected, your treatment by the physician may be discontinued after you are given written notice, and reasonable assistance and opportunity to make alternative arrangements for your medical care.



Patient Rights and Responsibilities

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Everyone at Einstein Healthcare Network is committed to delivering safe, considerate, and compassionate care to our patients. We will give you the best care we can in keeping with our mission, values and applicable laws and regulations.



Your Rights as a Patient

The right to respectful care: You have the right to respectful care given by competent staff who show consideration for your personal values and beliefs, your comfort and dignity.

The right to care no matter what your background or circumstances: You have the right to care, no matter what your race, gender, gender identity, color, religion, sexual orientation, disability, national origin, or ability to pay. Einstein Healthcare Network does not restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability.

The right to know the rules: You have a right to know the rules and regulations that apply to your conduct as a patient.

The right to quality care: You have the right to high-quality care and high professional standards that we review and refine regularly.

The right to comfort and convenience: You have the right to expect good management practices that show respect for your time and help you avoid personal discomfort.

The right to adequate and effective treatment of pain: You have the right to adequate assessment and treatment of pain to the extent that is medically possible.

The right to clear, complete communication: You have the right to be communicated with in a manner that is clear, concise and understandable. If you do not speak English, you should have access, where possible, to an interpreter.

The right to participate in your care: You have the right, with your physician, to make decisions involving your healthcare. (This applies to the family and/or guardian of newborns, children and adolescents.)

If you are unable to do so (E.g., if you have been judged incompetent by law, if your physician considers you medically incapable of understanding the proposed treatment or procedure, if you are unable to communicate your wishes, or if you are an unemancipated minor), your appointed or legal representative will exercise your rights to the extent the law permits.

- You have the right to full information in an understandable form about your diagnosis, treatment, prognosis, alternative treatment and possible complications. When your doctor advises against giving this information to you, it will be given to your authorized representative.
- You have the right to accept or refuse medical care, including drugs, treatments or procedures offered by us, to the extent permitted by law. A physician will inform you of the medical consequences of such refusal.
- You have the right to refuse to be involved in any experimental research, donor program, or educational activity unless you or your representative has first given informed consent. You or our representative may, at any time, refuse to continue in any such program even after you have given your consent.

The right to know who is caring for you: You have the right, upon request, to be given the name of your attending physician, the names of all other physicians or practitioners directly participating in your care, and the names and professional status of other personnel who have direct contact with you, such as medical students, residents or other trainees.

The right to privacy: You have the right to every consideration of privacy about your medical care.

We consider case discussion, consultation, examination and treatment confidential and will conduct these discreetly, giving reasonable protection whenever possible from sights and sounds that might disturb you.

You have the right to have someone present while physical exams, treatments or procedures are performed, as long as this person does not interfere with diagnostic procedures or treatments.

The right to confidentiality: Einstein Healthcare Network will provide you or your designated representative, upon request, access to all information in your medical records, unless your attending physician specifically restricts this for medical reasons. The only other people who we allow to see your medical records are people directly involved in your care, people who monitor the quality of your care, or people authorized by law, regulation or contractual arrangement.

The right to financial information: You have the right to receive a detailed explanation of your bill. You have the right to full information and counseling on financial resources available for your care.

The right to information about your future care: You have the right to expect that we will provide you with information about your continuing healthcare requirements and how you can fulfill them.

The right to use help in securing your rights: You cannot be denied access to an individual agency authorized to act on your behalf to assert or protect your rights.

The right to complain and get a response: You have the right to express complaints about your care without negative consequences to you. You have a right to be advised of the office complaint process if the complaint cannot be resolved at the office level: who to contact, the steps taken to investigate the complaint, and the results of the complaint resolution.

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