



OUR RESPONSIBILITIES

As a patient at Bruce Baniyas, MD, LLC you can expect:

- Considerate, respectful, and compassionate care regardless of your age, race, gender, religion, national origin, sexual orientation, or physical or mental disability.
 - Attention when you request help, with the understanding that other patients may have more urgent needs.
 - To be addressed by your proper name.
 - Care provided in a safe setting.
 - Care provided by concerned staff committed to pain prevention and management.
 - Coordination of sign language or foreign language interpretation services, if you need them.
- To be told the names of the doctors, nurses, and other health team members directly involved in your care.
- Information about your diagnosis, treatment, and expected result to be provided by your attending physician.
 - Information on the planned course of treatment, including an explanation about procedures.
 - Information on the risks, benefits, and alternatives of your treatment.
 - Information about pain and pain relief measures.
 - Freedom from the use of seclusion or restraints in any form unless clinically required.
- To make decisions about your plan of care before and during treatment, when medically possible.
- To refuse a recommended treatment to the extent permitted by law, and to be informed of the medical consequences of your refusal.
- That you have the right to leave the hospital against the advice of your doctor. If you choose to do so, the hospital and doctors will not be responsible for any medical consequences which may occur.
- Within the confines of the law, all communications and records pertaining to your care will be treated as confidential. You have the right to review or obtain a copy of your medical record according to hospital policy, and to have the information explained as needed by a physician. You have the right to add additional information to your medical record by contacting Medical Record Services.
- To be able to make health care decisions in advance.
 - If you provide us with a copy of your advance directive, we will respect your wishes to the extent permitted by law and hospital policy.
 - If you do not have an advance directive, we will provide you with information about an advance directive, and assist you in completing one, if desired.
- To question the accuracy of your physician bills. You have the right to request a summarized list of charges and to obtain information about those charges. You can expect to be informed about any payments made to your bills.
- Assistance from a patient representative in resolving complaints or grievances regarding your treatment.
 - You may forward complaints or grievances to the Office Manager at 937-293-5200.

YOUR RESPONSIBILITIES

As a patient, you and /or your representative are expected to:

- Provide complete and accurate information about your health, including present condition, past illnesses, hospitalizations, medications, natural products and vitamins, and any other matters that pertain to your health.
- Provide complete and accurate information including your full name, address, home telephone number, date of birth, Social Security number, insurance carrier, and employer when it is necessary.
- Ask questions when you do not understand what your doctor or other member of your health care team tells you about your diagnosis or treatment. You should inform your doctor if you anticipate problems in following prescribed treatment. Inform your doctor if you are considering alternative therapies.
- Ask your doctor or nurse what to expect regarding pain and pain management, and work with them to develop a pain management plan. You should tell your doctor or nurse about any worries you have about taking pain medication.
- Keep appointments, be on time for your appointments, and call as soon as possible if you cannot keep your appointments.
 - Be considerate of noise levels, privacy, and safety. Weapons are prohibited on premises.
 - Treat hospital staff, other patients, and visitors with courtesy and respect.
- Provide complete and accurate information for insurance claims and work with the hospital and physician billing offices to make payment arrangements.
 - Know your health insurance coverage and related policies concerning required pre-approvals, co-pays, covered services, admissions, and the hospital and doctors covered by your insurance provider.
 - Pay your hospital and physician bills in a timely manner.
 - Ask questions of your insurance company or hospital and physician billing departments if there is a financial issue that you do not understand.