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## Patients' Bill of Rights

### You Have the Right...

- Not to be denied participation in all treatment services based on the grounds of race, color, creed, sex, sexual orientation, national origin, disability, diagnosis, religion, age or socioeconomic status.
- To considerate and respectful care.
- To reasonably expect, from staff members responsible for your care and welfare, complete and current information concerning your condition.
- To know by name and position the staff members responsible for your care.
- To reasonable consideration of your privacy and to be treated with respect and full recognition of your dignity, individuality, and reasonable cultural needs.
- To expect a reasonable response to your requests.
- To be free from all forms of abuse or harassment, neglect, or exploitation.
- To be reasonably informed at the time of check out of medical and/or ancillary services charges.
- To be afforded the opportunity to participate in planning and implementing your treatment program, to refuse care, treatment or services in accordance with law and regulation.
- To the maintenance of confidentiality of your clinical record.
- To access information contained within your medical record.
- To be informed, when appropriate, about the outcomes of care, including unanticipated outcomes.

### You Have the Responsibility...

- To be honest about matters that relate to you as a patient.
- To provide staff with accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters pertaining to your health.
- To report any perceived risks in your care.
- To report any unexpected changes in your condition to those responsible for your care and welfare.
- To follow the care, service or treatment plan developed.
- To ask any questions when you do not understand or have concerns about your plan of care.
- To understand the consequences of the treatment alternatives and not following your plan of care.
- To know the staff who are caring for you.
- To be considerate and respectful of the rights of both fellow patients and staff.
- To honor the confidentiality and privacy of other patients.
- To be considerate of the property of Interventional Spine and Pain Physicians.
- To assure the financial obligations of your healthcare are fulfilled as promptly as possible.

### **How to File a Complaint**

Written complaints can be mailed to 9645 Grove Circle N Suite 200, Maple Grove, MN 55369, to the attention of Clinic Administration. All complaints will be dealt with in a timely manner.