



PATIENT RIGHTS & RESPONSIBILITIES

1. **Access to Care:** Patients shall be accorded reasonable and impartial access to services that are medically indicated, regardless of race, creed, sex, national origin, or disability.
2. **Respect and Dignity:** Patients have the right to considerate, respectful care at all times and under all circumstances, with recognition of their personal dignity. To wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with a diagnostic procedure.
3. **Privacy and Confidentiality:** Patients have the right within the law, to personal and informational privacy.
 - To refuse to talk with or see anyone not officially connected with the site.
 - To be interviewed in surrounding designed to assure reasonable visual and auditory privacy. To expect that any discussion or consultation involving their case will be conducted discreetly and that individuals not directly involved in their case will not be present without their permission.
 - To have their medical records read only by individuals on their written authorization or their legally authorized representative.
 - To expect all communications and other records pertaining to their case, including the source of payment for treatment, to be confidential.
4. **Personal Safety:** Patients have the right to expect reasonable safety insofar as the site practices and environment are concerned.
5. **Identity:** Patients have the right to know the identity and professional status of individuals providing service to them. Participation by patients in clinical training programs or in the gathering of data for research purposes should be voluntary.
6. **Information:** Patients have the right to expect their practitioner to receive diagnostic test results in a reasonable timeframe.
7. **Consent:** Patients have the right to reasonable informed participation in decisions involving their health care. To the degree possible, this should be based on a clear, concise explanation of their proposed technical procedure, including possibilities of any risk of mortality or serious side effects. Patients should not be subjected to any procedure without their voluntary, competent and understanding consent or the consent of their legally authorized representative.
8. **Communication:** When patients do not speak or understand the predominate language of the community; they should have access to an interpreter.
9. **Refusal of Treatment:** Patients may refuse a procedure.
10. **Site Charges:** Regardless of the source of payment for their care, patients have the right to request and receive an itemized and detailed explanation of their total bill for services rendered. Patients have the right to timely notice prior to testing of the declaration of their eligibility for reimbursement by any third-party payor for the cost of their care.
11. **Site Rules and Regulations:** Patients are entitled to information about the company's mechanism for the initiation, review, and resolution of patient complaints.
12. **Advance Directives:** Diagnostic Imaging Specialists is a diagnostic imaging facility and does not provide treatment. We do not honor or accept Advance Directive Statements (also referred to as a "Living Will"), but will advise any providers of medical care of the existence of your Advance Directive.