

THE METROPOLITAN NEUROSURGERY GROUP

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Patient Rights and Responsibilities

To promote patient safety, we encourage you to speak openly with your health care team, be well informed, and take part in care decisions and treatment choices. Join us as active members of your health care team by reviewing the rights and responsibilities listed below for patients and patient representatives.

You Have the Right to:

- **Respectful and Safe Care**

Be given considerate, respectful and compassionate care.

Have a family member/friend and your doctor notified when you are admitted to the hospital.

Be given care in a safe environment, free from abuse and neglect (verbal, mental, physical or sexual).

Have a medical screening exam and be provided stabilizing treatment for emergency medical conditions and labor.

Be free from restraints and seclusion unless needed for safety.

Know the names and jobs of the people who care for you.

Know when students, residents or other trainees are involved in your care.

Have your culture and personal values, beliefs and wishes respected. Have access to spiritual services.

Have conversations with the Ethics Service about issues related to your care.

Be treated without discrimination based on race, color, national origin, age, gender, sexual orientation, gender identity or expression, physical or mental disability, religion, ethnicity, or language.

Be given a list of protective and advocacy services, when needed.

These services help certain patients (e.g., children, elderly, disabled) exercise their rights and protect them from abuse and neglect.

Ask for an estimate of hospital charges before care is provided.

- **Effective Communication and Participation in Your Care**

Get information from your doctor/provider about:

- a. your diagnosis
- b. your test results
- c. outcomes of care
- d. unanticipated outcomes of care

Be involved in your plan of care and discharge plan or request a discharge plan evaluation at any time.

Involve your family in decisions about care.

Ask questions and get a timely response to your questions or requests.

Refuse care.

Have someone with you for emotional support, unless that person interferes with your or others' rights, safety or health. Ask for a chaperone to be with you during exams, tests or procedures.

Agree or refuse to allow pictures for purposes other than your care.

- **Privacy and Confidentiality**

Have privacy and confidential treatment and communication about your care.

Be given a copy of the HIPAA Notice of Privacy Practices.

- **Complaints and Grievances**

Complain and have your complaint reviewed without affecting your care.

If you have a problem or complaint, you may talk to our practice manager. You may contact her by calling our main number and requesting to speak to her.

You Have the Responsibility to:

Provide accurate and complete information about your health, address, telephone number, date of birth, insurance carrier and employer.

Call if you cannot keep your appointment within the allowed time.

Be respectful of your hospital team, from the doctors, nurses, administrative staff, front desk and the cleaning crews.

Be considerate in language and conduct of other people and property, including being mindful of noise levels, privacy and number of visitors.

Be in control of your behavior if feeling angry.

Give us a copy of your advance directive.

Ask questions if there is anything you do not understand.

Report unexpected changes in your health.

Follow practice rules and protocols.

Take responsibility for the consequences of refusing care or not following instructions.

Leave valuables at home.

Keep all information about hospital staff or other patients private.

Do not take pictures, videos or recordings without permission from practice staff.

Pay your bills or work with us to find funding to meet your financial obligations