

PATIENT BILL OF RIGHTS

In an institutional setting, it is easy to forget that the patient is an individual with personal needs and expectations. There is often a tendency to consider the patient as a subject or just another of a large number of persons processed through the clinic. Proper health care requires the development of a close doctor-patient relationship based on mutual respect and understanding. In order to reinforce this premise, the University Eye Institute has adopted the following Patient's Bill of Rights. Adherence to these concepts will help to ensure that we are providing competent and considerate care to all of our patients.

1. The patient has the right to the most appropriate optometric, ophthalmological and/or other health care for a particular problem, regardless of race, color, sex, age, religion, national origin, mental/physical handicap or ability to pay.
2. The patient has the right to expect that individuality will be respected and differences in educational and cultural background will be considered in his/her case.
3. The patient has the right to be treated with dignity and respect, to be addressed by his/her proper name and without undue familiarity, to be listened to and to receive an appropriate response.
4. The patient has the right to be treated in a warm, friendly and unhurried manner in an atmosphere of concern and frankness. The patient has the right to comfortable, clean and appealing surroundings while at the University Eye Institute.
5. The patient has the right to know the name of all providers and observers; the student clinician, intern, optometrist or physician rendering patient care.
6. The patient has the right to a full explanation regarding the diagnosis, treatment, prognosis, and treatment alternatives.
7. The patient has the right to information on financial assistance when they are unable to afford appropriate care.
8. The patient has the right to accurate and complete information regarding the extent, cost, and nature of services available to them.
9. The patient has the right to be advised if the University Eye Institute proposes to engage in or perform clinical trials as a component of their care or treatment. The patient has the right to refuse to participate in such research projects and to receive more traditional care.
10. The patient has the right to know when they are participating in research investigations and to give prior, full, valid and informed consent.
11. The patient has the right to privacy and the right to talk with all University Eye Institute personnel without being overheard.
12. The patient has the right to confidentiality of his/her records, which will not be released to third parties without signed consent. Records will be made available to the patient upon written request.
13. The patient has the right to know the risks, benefits, and obligations associated with the services provided to them.
14. The patient has the right to appropriate referral when indicated.
15. The patient has the right to seek another opinion if desired.
16. The patient has the right to refuse treatment.
17. The patient has the right to the continuity of his/her care.
18. The patient has the right to prompt attention in an emergency situation.
19. When a treatment plan includes optical corrections, the patient will be given the choice of having it filled at the University Eye Institute or elsewhere. The patient has the right to receive a copy of his/her spectacle prescription.
20. The patient has the right to receive an explanation of fees and charges regardless of the source of payment.

Patients should also understand their responsibility to:

- a. Respect the rights of other patients and University Eye Institute personnel.
- b. Give accurate and complete health information.
- c. Make every attempt to carry out the specific plan of care.
- d. Accept responsibility for outcomes if instructions are not followed.
- e. Promptly meet financial obligations.

No catalog of rights can guarantee for the patient the kind of treatment he/she may justly expect. The University Eye Institute has many functions to perform, including the prevention and treatment of disease, the education of both health professionals and patients, and the conduct of clinical research. All of these activities must be delivered with an overarching concern for the patient, and above all, the recognition of his/her dignity as a human.