



These Patient Rights and Responsibilities provide you with information regarding your rights and responsibilities as a patient. Please review this document carefully.

- **The Right to Information.** Patients have the right to receive accurate, easily understood information regarding their plan of care to assist them in making informed decisions about their health plans, facilities and professionals. Patients have the right to be informed in advance of care being provided, and of the charges, including payment expected from third parties and any charges for which the patient will be responsible. Patients have the right to receive information about the scope of services provided and any limitations on those services.
- **The Right to Choose.** Patients have the right to a choice of health care providers sufficient to assure access to appropriate high-quality health care.
- **Being a Full Partner in Health Care Decisions.** Patients have the right to fully participate in all decisions related to their health care. Patients who are unable to fully participate in treatment decisions have the right to be represented by parents, guardians, family members, or other conservators. Patients have the right to refuse care or treatment after the consequences of refusing care or treatment are fully presented.
- **Care Without Discrimination.** Patients have the right to considerate, respectful care and recognition of dignity and individuality from all members of the health care industry at all times and under all circumstances. Patients must not be discriminated against in the marketing or enrollment or in the provision of health care services, consistent with the benefits covered in their policy and/or as required by law, based on race, ethnicity, national origin, religion, sex, age, current or anticipated mental or physical disability, sexual orientation, genetic information, or source of payment.
- **Interpreter Services.** Patients not proficient in English have the right to use an interpreter when communicating with us. Contact us at the number below to arrange for an interpreter at no cost to you.
- **Care Without Mistreatment.** Patients have the right to be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property. Patients have the right to be able to identify visiting personnel members through proper identification.
- **The Right to Privacy.** Patients have the right to communicate with health care providers in confidence and to have the confidentiality of their individually-identifiable health care information protected. Patients also have the right to review and copy their own medical records and request changes to their records. Patients have the right to be advised on the agency's policies and procedures regarding the disclosure of clinical records.
- **Voicing Grievances/complaints.** Patients have the right to voice grievances/complaints regarding treatment or care, lack of respect of property or recommend changes in policy, personnel, or care without restraint, interference, coercion, discrimination, or reprisal.
- **The Right to Speedy Complaint Resolution.** Patients have the right to a fair and efficient process for resolving differences with their health plans, health care providers, and the institutions that serve them, including a rigorous system of internal review and an independent system of external review. We will respond to your complaint within five days and, barring unforeseen or unusual issues, will resolve it in within 14 days.
- **The Right to Be Informed of Charges.** We will bill your insurance carrier for products we supply you. Barring unforeseen or unusual issues, the typical charge is \$550 - \$700 per wound. For example, if you have three wounds, the charge would likely be \$1,650 - \$2,100. We will notify you of any change in this estimate within 30 days of our learning of it. You are responsible for copays and deductibles unless you have Medicaid or other supplemental insurance. If you cannot pay, you may request a hardship waiver. We will not bill you for any claims that your carrier denies.
- **Taking on New Responsibilities.** In a health care system that affords patients' rights and protections, patients must also take greater responsibility for maintaining good health.

FOR ANY COMPLAINTS OR QUESTIONS, PLEASE CONTACT:

- American Medical Technologies, 17595 Cartwright Road, Irvine, CA 92614, 714-556-0200. Hours: weekdays, 7 am to 5 pm Pacific time.

FOR ISSUES WE CANNOT RESOLVE, WE SUGGEST YOU CONTACT:

- Accreditation Commission for Health Care, Inc., 4700 Falls of Neuse Rd., Suite 280, Raleigh, NC 27609, 919-785-1214. Hours: weekdays, 8 am to 5 pm Eastern time.
- California Department of Public Health, Food and Drug Branch, 1500 Capitol Ave., MS 7602, PO Box 997435, Sacramento, CA 95899, 800-495-3232. Hours: weekdays, 8 am to 5 pm.
- California Attorney General Whistleblower Hotline, 800-952-5255. Hours: automated line available 24 hours per day, seven days per week.