

Patient Rights and Responsibilities

As our patient, you have certain rights and responsibilities. Our primary responsibility is to give you the best possible healthcare and to make every effort to protect your rights as our patient.

As a patient, you have a right to:

- Appoint a personal representative of your choice.
- Quality care provided by competent personnel.
- Considerate and respectful care.
- Personal and informational privacy, within the law.
- Make informed decisions about your medical care, including requesting or refusing medical care or surgery.
- Actively participate in decisions pertaining to your medical care, unless contraindicated by concerns for your health.
- Know the identity of physicians, nurses and others involved in your care.
- Know the immediate and long-term financial implications of treatment choices insofar as they are known.
- Receive a complete explanation of our charges.
- Have an advance directive.
- Consult with another physician or request transfer to another facility.
- Review the records pertaining to your medical care, have the information explained or interpreted as necessary, and request changes to your medical record.
- Ask and be informed of the existence of business relationships with these facilities.
- Be free from all forms of discrimination, abuse, or harassment.

As a patient, you are responsible to:

- Speak up. Ask questions if you have any doubts or concerns.
- Provide to the best of your knowledge complete and accurate information about your medical history.
- Keep and bring a list of all the medicines you take to every appointment.
- Cooperate and follow the treatment plan recommended by your physician and ask questions if you do not understand.
- Get the results of any test or procedure.
- Make arrangements for a responsible adult to transport you home and to stay with you after your procedure.
- Respect the needs, rights and property of other patients, family members and care givers.
- Know the extent of your insurance coverage and insurance requirements such as pre-authorization, deductibles, and co-payments.
- Meet your financial obligations.

Patient Grievance Process

We will do our best to address your patient care and your safety concerns. You have a right to voice a complaint without fear of reprisal and to receive a timely response to your complaint. We welcome your questions, comments, and suggestions. You may discuss your concerns with your physician or the Office Manager at 252-5681 or The Montana Department of Public Health and Human Services Quality Assurance Division at 1-800-332-2272 or www.dphhs.mt.gov/qad. You also have access to the Office for Civil Rights Region VIII at 1-800-368-1019, TDD 1-800-537-7697 or www.hhs.gov/ocr for HIPAA Privacy and Discrimination issues.

Billings Cataract & Laser Surgicenter

Billings Cataract & Laser Surgicenter is a Medicare certified ambulatory surgery center that is licensed by the State of Montana. The facility is owned and operated by Web Properties Inc. Web Properties Inc. is owned by George F. Hatch Jr.