



Patient Rights

- You have the right to be informed about your rights as a patient at the earliest possible moment in your visit with Pikeville Urgent Care, PLLC.
- You have the right to be treated with dignity, consideration, respect, and recognition of your individual and personal needs by component personnel.
- You have the right to high-quality care and excellent professional standards that are continually maintained and reviewed.
- You have the right to medically appropriate treatment without discrimination based on race, color, religion, national origin, sex, sexual preference, age, disability, or source of payment for your care.
- You have the right to every consideration of privacy concerning your medical care. Case discussion, consultation, examination, and treatment, are considered confidential and will be conducted discreetly. This includes the right to have a person of one's own sex present during a physical examination, treatment or procedure performed by a member of the opposite sex; to wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatments; and to request a room transfer if another patient is unreasonably disturbing you.
- Your medical records are private and will be treated as confidential. They will not be released to individuals outside the clinic without your consent, except in the case of transfer to another healthcare facility, or as otherwise provided by law or third-party contractual arrangements.
- You are entitled, upon request, to have access to all information contained in your medical records within a reasonable timeframe, unless such access is specifically restricted by the attending physician for medical reasons.
- You have the right to full information relating to diagnosis, treatment, and alternatives, prognosis and any risk of complications provided in layman's terms. When it is not medically advisable to provide the information directly to you, the information will be given to the person designated by you as a patient.
- You have the right to expect good management techniques within the hospital, taking into consideration your comfort, safety, and effective use of your time.



- You have the right to know who will perform a procedure or an operation. Upon request, you will be given the names of all clinical staff directly participating in your care, along with the names and functions of other healthcare personnel having direct contact with you.
- You are entitled to develop and plan your treatment and to have full information necessary for you to understand your medical problems, diagnosis, planned course of treatment, alternative treatments, possibility of complications and the prognosis or medical outlook for your future. When it is not medically advisable to give such information directly to you, the information will be given to your legal representative.
- Except in a medical emergency, your provider must obtain the necessary informed consent from you (or your legal representative) prior to the start of any invasive procedure or treatment, unless this would have a serious adverse effect on you.
- You have the right to refuse any procedure, operation, treatment or drug offered by the provider or clinic, to the extent permitted by law, and to have a provider inform you of the medical consequences of such a refusal.
- You have the right to assistance in obtaining consultation with another healthcare provider, at your own request or expense.
- When required, you have the right to access a qualified interpreter.
- You may expect emergency procedures to be performed without unnecessary delay.
- You are entitled to know the services available at the clinic and the charges relating to those services, including charges for services not covered by government funding or other third-party payment.
- You have the right to expect information regarding your continuing healthcare needs and the means for meeting them.
- You have the right to examine, and receive, an explanation of any charges related to your care.



- You are encouraged to share any grievances or suggestions about clinic policies and services with a member of the staff or administration, with an agency or regulatory body with jurisdiction over the hospital or through a representative of your choice, without restraint, interference, or reprisal.
- You have the right to have your concerns addressed in a timely fashion. You are entitled to access an individual agency authorized to act on your behalf to assert or protect your right as a patient.
- You have the right to formulate an advance directive or to appoint a surrogate to make healthcare decisions on your behalf. This clinic and its healthcare professionals will honor these decisions within the limit of the law and this organization's mission, values and philosophy.
- You have, or your surrogate has the right, in conjunction with your physician, to withhold or withdraw treatment, within the limits of the law and this organization's mission, values and philosophy, and to be informed of the medical consequences of such actions.
- You have the right to receive care in a safe setting, free from all forms of abuse and harassment.
- You have the right to express your pain and have that expression accepted and respected as the most reliable indicator of pain, to have your pain assessed systematically and thoroughly, to have your pain managed according to the most currently accepted guidelines, to receive a prompt response to unrelieved pain, and to be informed, and involved in all decisions regarding all aspects of their pain care.
- A patient has the right to access to an individual or agency who is authorized to act on their behalf to assert or protect the right set out in this section.



Patient Responsibilities

- You are responsible for being considerate of other patients by:
 - Assuring fellow patients privacy
 - Reminding visitors to maintain a quiet atmosphere and remain respectful to our staff and patients
 - Using Electronic devices in a manner that is not disturbing to others
 - Respecting the property of others
- You are responsible for supplying accurate and complete information about past illnesses, hospitalizations, medications, allergies, and other matters related to your health.
- You are responsible for notifying your healthcare provider or nurse about any unexpected changes in your health problems.
- You are responsible for following the instructions of your healthcare provider and other healthcare personnel. Let us know immediately if you do not understand or cannot follow instructions.
- You are responsible for your actions if you refuse treatment or do not follow the instructions of the physician or other healthcare personnel.
- You are responsible for fulfilling the financial obligations of your health care as soon as possible.
- You are responsible for any of your valuables, including jewelry or money.
- You are responsible to not take drugs which have not been prescribed by your healthcare provider and to not complicate or endanger the healing process by consuming alcoholic beverages or toxic substances during your treatment.