



## **PATIENT BILL OF RIGHTS**

All Optimus Health Care, Inc. patients have the rights and responsibilities outlined below:

1. The patient has the right to receive complete information and confidentiality regarding their medical condition and treatment plan.
2. The patient has the right to complete information on the services and off-hour coverage system of Optimus Health Care, Inc.
3. The patient has the right to complete information regarding research projects that might include them and the right to refuse to participate in such projects.
4. The patient has the right to their complete medical records upon request.
5. The patient has the right to complete information regarding fees, charges, and reimbursement policies of Optimus Health Care, Inc.
6. The patient has the right to have treatment provided with consideration, respect, and privacy.
7. The patient has the right to be assessed for pain management and to be treated and/or referred to a specialist.
8. The patient has the right to a second opinion from a physician of their choosing.
9. The patient has the right to file a grievance requesting a resolution of their concern. The patient has the right to request changes in processes as it affects the services provided to them. The patient has the right to communicate directly with The Joint Commission ([www.jointcommission.org](http://www.jointcommission.org)), by which Optimus Health Care, Inc. is accredited.

## **APPOINTMENT POLICY**

To ensure access to appointments for all patients, Optimus Health Care, Inc. has the following policy regarding a patient who frequently misses their appointments:

- If you are unable to keep a scheduled appointment or call the office with less than 24 hours' notice to cancel or reschedule an appointment, each such appointment will be considered a "No Show."
- If you miss three (3) appointments within a six (6) month period, you will be considered a frequent "No Show" for future appointments.
- Patients who frequently "No Show" for appointments will be allowed to schedule future appointments only during designated health center hours.
- This policy applies to medical, dental, pediatrics, behavioral health, and OB/GYN patients.
- Optimus will continue to provide you with care during designated health center hours.
- You have the right to appeal Optimus Health Care, Inc.'s determination that you frequently "No Show" to appointments. The health center staff can guide you in beginning the appeal process, and a decision will be made within 30 days.



## **ABOUT OUR NOTICE OF PRIVACY PRACTICES**

We are committed to protecting your personal health information in compliance with the law. The attached Notice of Privacy Practice provides information regarding:

- Our obligations under the law concerning your personal health information
- Your rights relating to your personal health information
- Our rights to change our Notice of Privacy Practices
- How to file a complaint if you believe your privacy rights have been violated
- The conditions that apply to uses and disclosures not described in this Notice
- The person to contact for further information about our privacy practices

## **SAFETY AND SECURITY**

Optimus keeps the health and safety of all patients and staff members in the most importance. Optimus works to provide a safe and therapeutic environment for patients and a safe working environment for our health care team.

Optimus has a zero-tolerance policy for abuse or violence in our facilities. Any conduct on Optimus facility grounds that harms, intimidates, or threatens others is expressly prohibited.

Optimus does not allow any staff, patients, or visitors to bring weapons of any kind into our programs or onto our campuses.

Optimus also prohibits disruptive behaviors within our facilities. Disruptive behavior is any behavior that impedes the health care team's ability to administer care, obstructs communication, threatens the well-being of others, or causes damage to organizational property. This can include pets, excessive visitors in the exam room, yelling, screaming, verbal threats, racial slurs, disrespectful interactions, aggression, sexual comments, and innuendo's as well as violence, including hands-on offensive contact or throwing an object at a person.