



OAW
ORTHOPAEDIC ASSOCIATES
OF WAUSAU



PRO
PHYSICAL THERAPY
& HAND CENTER

PATIENTS' BILL OF RIGHTS

- Patients have the right to considerate and respectful care.
- Patients have the right to obtain from their providers, complete current information concerning their diagnosis, treatment and prognosis.
- Patients have the right to receive from their providers, necessary information to give informed consent prior to the start of any procedure and/or treatment.
- Patients have the right to refuse treatment to the extent permitted by law, and to be informed of the medical consequences of this action.
- Patients have the right to every consideration of privacy concerning their own medical care program.
- Patients have the right to expect that all communication and records pertaining to their care should be treated as confidential.
- Patients have the right to expect that the clinic, within its capacity, makes a reasonable response to the request for services.
- Patients have the right to be advised if the clinic proposes to engage in research affecting their care or treatment. Patients have the right to refuse to participate in such projects.
- Patients have the right to expect reasonable continuity of care and the right to know, in advance, what appointment times and providers are available and where.
- Patients have the right to examine and receive an explanation of their bills regardless of source of payment.
- Patients have the right to know what clinic rules and regulations apply to their conduct as patients.

PATIENTS' RESPONSIBILITIES TO CLINIC

- Patients, to the best of their ability, have the responsibility to bring with them information about past illnesses, hospitalizations, medications and other matters relating to their health.
- Patients have the responsibility to cooperate with all clinic personnel caring for them, and to ask questions if they do not understand any directions given to them.
- Patients have the responsibility to be considerate of other patients, and to see that their visitors are considerate as well.
- Patients have the responsibility to keep appointments or to telephone the clinic when they cannot keep a scheduled appointment.

- Patients have the responsibility to be prompt in their payment of statements/bills, and to provide the information necessary for insurance processing.
- Patients have the responsibility to respect others, the property of other persons, and the property of the clinic.
- Patients and their families/visitors have the responsibility to abide by clinic rules and regulations.
- Patients have the responsibility to follow the instructions and medical orders given to them by their medical providers.
- Patients have the responsibility to inform clinic administration, as soon as possible, if they believe that any of these responsibilities have not been or may not be fulfilled.
- Upon discharge from the care, patients have the responsibility to maintain the treatment recommended by their provider and to notify the provider of any changes.

PROCESS FOR HANDLING COMPLAINTS AND QUALITY ASSURANCE ISSUES

Patients who feel their rights have been violated may file a grievance. The patient will not be threatened or penalized in any way for presenting concerns either informally or formally by filing a grievance. Steps for handling complaints and quality assurance issues are as follows:

- The patient is encouraged to first talk with their provider about any concerns he or she may have.
- If the patient is not comfortable talking with the provider, they may submit a letter to the practice administrator (address below). Complaints will be reviewed promptly and resolved within 7 to 15 business days when possible.

Administrator
3901 Stewart Avenue
Wausau, WI 54401-3948

- If the issue is not resolved to the patient's satisfaction, the patient has the option to file a formal grievance with his or her insurance company.
- If the issue is still not resolved to the patient's satisfaction, the patient has the option to file a formal grievance with:

The State of Wisconsin
Department of Health & Family Services
Division of Quality Assurance
Bureau of Health Services
P.O. Box 2969
Madison, WI 53701-2969
Phone: 800-642-6552

NONDISCRIMINATION STATEMENT

Orthopaedic Associates of Wausau and PRO Physical Therapy and Hand Center, divisions of Orthopaedic Centers of Wisconsin, S.C. comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex.