

SOUTHWELL AMBULATORY, INC.

PATIENT RIGHTS

The following Patient Rights and Patient Responsibilities are applicable to patients of all Southwell Ambulatory, Inc. ("SWA")* facilities and clinics. Each patient of a SWA facility or clinic is entitled to certain rights and assumes certain responsibilities. SWA recognizes each patient's right to express his or her values and beliefs, to have a part in decisions and actions which affect him/her and to expect proper regard for personal dignity in human relationships during an encounter as a patient in a SWA facility. These patient rights and responsibilities extend and apply to all patients who receive care and treatment at any SWA facility or clinic, whether adult, neonate, child or adolescent. Each patient has the basic rights stated below. Patient rights and responsibilities extend to and are explained to patients and their parents/guardians/legal representatives.

* Refer to the <http://www.mysouthwell.com> website for a complete list of SWA Facilities.

Access to Care/Nondiscrimination: Each patient shall be afforded impartial treatment or accommodations that are available or medically indicated, regardless of race, color, national origin, age, sex, religion, physical or mental disability, sexual orientation, gender identity or expression or other type of discrimination prohibited by law.

Respect and Dignity: Each patient has the right to considerate, respectful care at all times and under all circumstances, with recognition of his/her personal dignity and privacy.

Pain Management: Each patient has the right to appropriate management of pain.

Personal Safety: Each patient has the right to expect reasonable safety while receiving care and services free from all forms of abuse or harassment.

Identification of Caregivers: Each patient has the right to know the identity and professional status of individuals providing services to him/her and to know which physician or other practitioner is primarily responsible for his/her care.

Information: Each patient has the right to obtain, from the practitioner responsible for coordinating his/her care, complete and current information concerning his/her diagnosis (to the degree known), treatment options, any known prognosis, and outcomes.

Advance Directives: Each patient has the right to obtain information and formulate an Advanced Directive (consistent with applicable state law) and to have SWA staff implement and comply with such Advance Directive.

Communication: Each patient requiring communication assistance has the right, at no charge, to use and access qualified and certified interpreters, including sign language and oral interpreters, TTYs and other auxiliary aids and communication services offered by SWA, as available. For assistance in obtaining these services, a patient or his or her representative should ask any staff person.

Consent to Treatment: Each patient has the right to participate in decisions regarding his or her health care, including the right to give voluntary, competent and understanding consent prior to any procedure.

Providers: Each patient has the right to change providers if other qualified providers are available.

Refusal of Treatment: Each patient has the right to refuse treatment, to the extent permitted by law, and to refuse information concerning the medical consequences of his or her actions.

Regarding Facility Charges: Regardless of the source of payment for his or her care, each patient has the right to request and receive an itemized and detailed explanation of his or her total bill for services rendered in a SWA facility.

Rules and Regulations: Each patient who is a patient of a SWA facility has the right to be informed of the facility's rules and regulations applicable to his or her conduct as a patient.

Notice of Privacy Practices: Privacy and Confidentiality: Each patient has the right to all privacy and confidentiality protections provided for protected health information under state and federal law. Each patient has the right to receive a copy of the SWA's Joint Notice of Privacy Practices, which describes the patient's rights and SWA's obligations regarding use and disclosure of the patient's protected health information and how the patient may access this information.

Complaints and Grievances: Each patient has the right to voice complaints and grievances. If a patient's complaint involves his/her disability or discrimination, the complaint or grievance should be submitted to SWA's Section 504 Coordinator, whose phone number is (229) 353-7553, or the United States Department of Health and Human Services, Office of Civil Rights, (800) 368-1019, TDD (800) 537-7697, or ocr@ed.gov. If the patient's complaint or grievance involves any other matter, such complaint or grievance should be submitted to the Patient Representative at (229) 353-7015. Complaints and grievance may also be made to the following external agency: the Georgia Department of Human Resources, Office of Regulatory Services at 1-800-878-6442.

Patient Safety: It is SWA's goal to provide a safe environment for patients and families. Patients may report safety concerns to the Patient Safety Officer at (229) 353-6956.

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PATIENT RESPONSIBILITIES

In keeping with the preceding rights, each patient has certain obligations to meet while a patient of a Southwell Ambulatory, Inc. ("SWA") facility or clinic.

Provision of Information: Each patient has the responsibility to provide, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his/her health. The patient and significant other are responsible for reporting pain to a caregiver.

Compliance with Instructions: Each patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for his/her care. This may include following the instructions of nurses and other personnel as they carry out the coordinated plan of care, implement the responsible practitioner's orders, and enforce the applicable policies and procedures.

Responsibility for Refusal of Treatment: Each patient is responsible for his/her actions if he/she refuses treatment or does not follow the practitioner's instructions.

Pre-certification: In order to receive full benefits, most insurance companies require pre-certification (prior to surgery or diagnostic procedures). Each patient is responsible for making sure that a precertification number has been furnished to the SWA facility, if the patient's insurance company requires it.

Financial Responsibility: Although assignment of insurance benefits for payment is accepted, the ultimate responsibility for final payment rests with the patient. A claim will be filed with the patient's insurance company. If payment is not received from the insurance company within 45 days, the patient will be contacted regarding payment.

Billing from Other Sources: Patients may receive separate bills from the physicians involved in the patient's care.

Policies: Each patient is responsible for following facility or clinic policies affecting patient care and conduct.

Respect and Consideration: Each patient is responsible for being considerate of the rights of other patients and personnel and for assisting in the control of noise and smoking. The patient is responsible for being respectful of the property of other persons and of the facility or clinic.

Patient Safety: Each patient is responsible for notifying the facility or clinic of suggestions to improve patient safety, perceived risks in his/her care and unexpected changes in patient's condition.

Availability: It is the responsibility of the patient to make themselves available for their care and treatment to include, but not limited to, compliance with appointments and treatment plans.

September 1, 2020