



Patient Bill of Rights/Privacy Practices

As your right upon reading and signing your patient paperwork at intake, it is understood that you have access to all privacy practices and your Patient Bill of Rights with Pathways Neuropsychology Associates.

As a patient at Pathways Neuropsychology Associates, you have the right:

To be treated with respect, consideration and dignity regardless of psychosocial, spiritual and/or cultural values

To not be deprived of any rights, benefits, or privileges guaranteed by law based solely on his/her status as a patient

To feel secure of self and property, and with any/all protected health information

To be provided physical access to the facility for the physically and visually impaired

To obtain the name and function of any person providing services to you

To be provided with privacy and safety during care

To be permitted to inspect and copy all of their clinical and other records concerning their care and maintenance kept by PNA or their physician

To expect that all information gathered during treatments, disclosures, and records are treated confidentially, except when required by law, and to be given the opportunity to approve or refuse their release

To be provided, to the degree known, complete information concerning their diagnosis, treatment and prognosis, including surgical complication, illness, or accident. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient to be a legally authorized person

To be given opportunity to participate in decisions involving their health care, except when participation is contraindicated for medical reasons

To receive from his/her physician information necessary to give informed consent prior to the start of any procedure and/or treatment, except in emergencies. Such information for informed consent should include the specific procedure and/or treatment, significant medical risks involved, and the probable duration of incapacitation. Where significant alternatives for medical care or treatment exist, or when the patient requests information concerning medical alternatives, the patient has the right to such information and the

consequences of not complying with therapy. The patient has the right to know the name of the person responsible for the procedures and/or treatment

To be informed of the right to change providers if other qualified providers are available

To unimpeded, private, and uncensored communication of his/her choice by mail and telephone. PNA shall ensure that correspondence is promptly received and mailed, and that telephones are reasonably accessible.

To refuse treatment and be informed of consequences of refusing treatment or not complying with therapy

To have complaints reviewed, and, when possible, resolved

To be informed as to:

- Expected conduct and responsibilities as a patient
- Services available from the facility
- Provisions for after-hours and emergency care
- Fees for services
- Payment policies

Additional rights for mental health treatment give the patient the right:

To receive services that consider the best available research evidence on what has been shown to work

To consider how that evidence may or may not fit with your personal goals and values

To decide whether any given mental or behavioral health service aligns with your own developmental, cultural, and community needs and strengths

To understand how your progress will be measured

To understand how you and your provider will know that services are working

To ask for changes to the services to increase the chances that they will work for you

To ask your provider about what services they're trained to give and options that other providers may be able to offer to help you get better.