

Patient Rights and Responsibilities

- 1. Respect, Dignity, Non-Discrimination, and Safety:** Patients have the right to respect, consideration, and dignity, regardless of race, ethnicity, gender, sexual orientation, religion, country of origin, disability, or ability to pay. Patients have the responsibility to afford respect and dignity to clinic personnel and fellow patients and refrain from discriminatory speech or actions. Patients have the right to receive care in a safe environment. The following behaviors will not be tolerated:
 - Verbal threats
 - Physical assault or violence
 - Foul language/abusive behaviors
 - Offensive comments about others' race, accent, ethnicity, religion, gender, or sexual orientation
 - Refusal to see a physician or staff member based on these traits
 - Sexual or vulgar words or actions
 - Disruptive behavior
- 2. Privacy and Confidentiality:** Patients have the right to appropriate privacy, and their disclosures and records are treated confidentially as outlined in our Notice of Privacy Practices.
- 3. Patient Treatment and Information:** Patients have the right to access medical care appropriate to their condition, as well as being provided with coordination of care with an outside physician if the patient wishes. Patients have the responsibility to cooperate with agreed-upon treatment plans, health advice, and medical instructions. Patients have the right to complete and clear information concerning their appointments, diagnosis, treatment, and prognosis. Patients have the right and the responsibility to participate in decisions involving their health care.
- 4. Honesty:** Patients have the responsibility to be honest about their medical history and symptoms and provide complete and accurate information.
- 5. Financial Responsibility:** Patients have the responsibility to meet their financial obligations based on their insurance coverage and any self-pay charges agreed upon with their doctor.
- 6. Feedback:** Patients have the responsibility to provide useful, respectful, and constructive feedback about services and policies.

Violations of patient responsibilities may prompt a formal review or inquiry. OCB will carefully consider the patient's response before determining whether continued care at OCB is appropriate. Serious violations, including physical assault or violence, may lead to immediate removal from the practice and/or legal action. If you have questions, please email our Director of Compliance: channinen@eyeboston.com.