

YOUR RIGHTS AND RESPONSIBILITIES AS A PATIENT OF THE NEUROMATRIX® GROUP

Patient Rights

1. Respect and Dignity. You have the right to be treated with respect and dignity. You have the right to considerate respectful care at all times and under all circumstances, with the recognition of your personal dignity and worth.
2. Services Without Discrimination. NeuroMatrix® offers its services to patients without regard for race, color, sex, age, disability, medical condition, marital status, national or ethnic origin, religion or source of payment.
3. Informed of Your Rights and Responsibilities as a Patient. Every reasonable effort will be made to inform you of your rights and responsibilities as a patient as early as possible during the course of your treatment. You have a right to receive a copy of The NeuroMatrix® Group's Patient's Rights and Responsibilities policy.
4. Informed Consent. You have the right to ask questions and participate in your health care by being provided appropriate information regarding your care. When not medically advisable to give you such information, the information shall be made available to a legally authorized individual. To the degree possible, you shall be given a clear, concise explanation of your condition and all proposed technical procedures, including the benefits, risks and reasonable alternatives. You shall not be subjected to any procedure without your voluntary, competent, and understanding consent, or that of your legally authorized representative. (This right may be temporarily waived during a medical emergency when there is an urgent need for treatment and you are incapable of making such decisions).
5. Right to Refuse Treatment. You have the right to refuse a recommended treatment or plan of care, to the extent permitted by law, and to be informed of any medical consequences of that decision. When refusal of treatment prevents the provision of appropriate care in accordance with professional standards, your provider may terminate the patient relationship upon reasonable notice to you. Terminally ill patients have the right to refuse life-prolonging treatment and the right to palliative treatments to relieve pain and suffering. You may refuse any drug, treatment or procedure to the extent permitted by law.
6. Privacy and Confidentiality. You have the right to every consideration of your privacy concerning your care, including sources of payment for treatment. All communications and records relating to your care will be treated as confidential by NeuroMatrix® students and employees and any other party entitled to review of your

records. Examinations, treatments, discussions and consultations concerning your care will be conducted discreetly and handled confidentially, giving reasonable visual and auditory privacy when possible. You have the right to have your medical records read only by individuals involved directly in your care, by individuals monitoring quality or by individuals authorized by law or regulation.

7. Know the Identity of Treating Personnel. You have the right, upon request, to be given the name of all NeuroMatrix® personnel, including students and all other trainees having direct contact with you in your care. All personnel will be properly identified.
8. Communication. You have the right to receive information in a clear, concise and understandable manner. If you do not speak English or if you have a hearing impairment, we will try to provide access to an interpreter (or signer). You have the right to be informed of the ways in which payment may be made and procedures for resolving disputes and complaints.
9. Complaints, Comments and Compliments. You have the right to submit complaints, comments or compliments about any aspect of your care from NeuroMatrix®. Any employee or provider can be contacted regarding the process for filing a comment, compliment or complaint.
10. Access To Medical Records. You have the right to have access to your medical records and to have information explained as necessary. Any questions you have regarding your health records should be directed to your provider.
11. Parental/Guardian Rights. Parents or guardians have the right to receive information needed to give the necessary consent for their child's/ward's treatment, unless access is prohibited by law.

PATIENT'S RESPONSIBILITIES

1. Answer Questions Fully. You or your designated representative have the responsibility to provide an accurate and complete history in order for you to receive effective treatment. This includes authorizing release of health records from previous health care providers.
2. Cooperate and Communicate with Providers. You have the responsibility to participate in discussions and ask questions about your care. You have the responsibility to request further information concerning anything you do not understand regarding your illness or condition and its treatment. You have a responsibility to obtain and carefully consider all information you may need to give an informed consent for treatment and weigh the consequences of refusing treatment.