

North Hills Integrative Medicine Associates

PATIENT'S RIGHTS AND RESPONSIBILITIES

We respect your rights as a patient and a person and recognize that you are an individual with unique healthcare needs. We want you to know your rights as a patient as well as your obligations to yourself, other patients, your healthcare provider(s) and this practice.

We encourage a partnership between you and North Hills Integrative Medicine Associates. Your role as a patient is to exercise your rights and take responsibility for clarification of things you do not understand. These rights will be extended to family and/or surrogate decision maker, whichever is appropriate.

Your Rights...

- **Information Disclosure** – You have the right to receive accurate and easily understood information about your health care plan and your providers. If you speak another language, have a physical or mental disability, or just don't understand something, assistance will be provided so you can make informed health care decisions.
- **Choice of Providers and Plans** – You have the right to a choice of health care providers that is sufficient to provide you with access to appropriate high-quality health care.
- **Access to Emergency Services** – If you have severe pain, an injury, or sudden illness that convinces you that your health is in serious jeopardy, you have the right to receive screening and stabilization emergency services whenever and wherever needed, without prior authorization or financial penalty.
- **Participation in Treatment decision** – You have the right to know all your treatment options and to participate in decisions about your care. Parents, guardians, family members, or other individuals that you designate can represent you if you cannot make your own decision.
- **Confidentiality and Health Information** – You have the right to talk in confidence with the health care team and to have your health care information protected. You also have the right to review and copy your own medical record and request that your physician amend your record if it is not accurate, relevant, or complete.
- **Complaints and Appeals** – You have the right to a fair, fast and objective review of any complaint you have against your health plan, doctors, hospitals, or other health care personnel. This included complaints about waiting times, operating hours, the conduct of health care personnel, and the adequacy of health care facilities.

...And Responsibilities

- Take responsibility for maximizing health habits, such as exercising, not smoking, and eating a healthy diet.
- Become involved in specific health care decisions.
- Work collaboratively with healthcare providers in developing and carrying out agreed-upon treatment plans.
- Disclose relevant information and clearly communicate your wants and needs.
- Use the health plan's internal complaint and appeal processes to address concerns that may arise.
- Avoid knowingly spreading disease.
- Recognize the reality of risks and limits of the science of medical care and the human fallibility of the health care professional.
- Be aware of the health care provider's obligation to be reasonably efficient and equitable in providing care to other patients and the community.
- Become knowledgeable about his or her health plan coverage and health plan options(when available) including all covered benefits, limitations, exclusions, rules regarding use of network providers, coverage, referral rules, and appropriate processes to secure additional information and their process to appeal coverage decisions.
- Show respect for other patients and health workers
- Make a good-faith effort to meet financial obligation
- Follow the rules and regulations set by the provider and this facility.

NHIMA Office Policies

Please initial below each section to indicate that you have read and understand the terms.

Processing of Documents- Any document over one (1) page will incur an administrative fee of \$35.

Examples:

- Family Medical Leave Act (FMLA)
- Disability forms
- Athletic exam forms
- College entry forms
- Military forms

There is a minimum of 25 cents per page charge for any and all copying, plus cost to mail if necessary.

Changes to Prescription Management

NHIMA is switching to Electronic Prescribing of medications. Therefore please read the following information carefully.

1. Prescriptions will now be Faxed or E-script to your pharmacy directly. You will no longer need to bring a paper copy to the pharmacy for most prescriptions. Exceptions continue for narcotic or other controlled prescriptions.
 2. Please continue to call the office @ 919 783-5300 ext 12 for your prescription refills on regularly prescribed ongoing medications.
 3. Be sure to leave the name, dose, and pharmacy information
 4. **DO NOT CALL THE PHARMACY FOR REFILLS THAT REQUIRE PRIOR AUTHORIZATION BY YOUR DOCTOR (such as when your refills run out). CALL YOUR DOCTOR'S OFFICE!**
 5. Please give the office 72 hrs to fill all prescriptions
 6. Please be aware that the electronic system can only store 1 Pharmacy per patient for your regular prescriptions. If you use more than 1 pharmacy, you will need to consistently give the office guidance on which pharmacy your prescriptions are to be forwarded to.
 7. There is a prepaid charge of \$50 for any lost refill prescriptions, redirecting of prescriptions to different pharmacies, and emergency/weekend/vacation resupply of refill medications.
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NHIMA Office Policies

Patient Instructions on Obtaining Lab Results After Testing

All Blood/Urine Etc. Test Results

For Blood/Urine etc, tests done with Labcorp or QuestLabs: Please check online via RelayHealth (LabCorp) or 360Care (QuestLabs), for your lab results within 2 weeks of testing. NHIMA will send additional advice online, as needed, and on lab results that are abnormal.

Please be aware that this is the primary way that NHIMA will be communicating with you to ensure that you receive lab results.

Should you wish **NOT** to receive your lab test results online, normal results will be reviewed with you at your next visit. **Only Urgent** results will be communicated to you by phone or your best contact. Should you have further questions about your lab test results, please call the office at 919 783-5300 ext 14.

X-Rays, Sonograms, CAT Scans, MRI's Etc.

For Radiology Test Results:

NHIMA will send a letter or call you promptly with results depending on the urgency of the results. If you do not get results within two (2) weeks of testing, please call the office at 919 783-5300 ext. 14
