



Comprehensive Pain Management

Minimizing pain. Changing lives.

Bill of Rights and Responsibility

You have a right to:

- Considerate, compassionate, sympathetic, and respectful care by competent personnel; provision of appropriate privacy and dignity
- Expect communication in the language which is understood
- Expect treatment without regard to race, color, creed, religion, sex, national origin or source of payment, except for fiscal capability thereof. To be assured disclosures and records are treated confidentially, and, except when required by law, patients are given the opportunity to approve or refuse their release.
- Be provided, to the degree known complete information concerning their diagnosis, evaluation, treatment and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to person designated by patient or to a legally authorized person
- Except for emergencies, to have been given the necessary informed consent prior to the start of a procedure.
- Expect opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons
- Know what CPM rules and regulations apply to his conduct as a patient.
- Know the services available at the center and the provisions for emergency and after hours care
- Be provided with fees for services if requested and examine/receive an explanation of bill, regardless of the source of payment.
- Be provided disclosure of financial interests and center's payment policy if requested
- Have the right to refuse to participate in experimental research
- Be provided with information regarding advance directives and the center's policy regarding such
- Know the name, function and credentials of any person providing healthcare services to the patient.
- Refuse treatment (drugs, procedures, etc.) to the extent permitted by law and be informed of medical consequences of his actions.
- Be informed of the right to change their provider if other qualified providers are available: (pain specialty includes additional policy and procedure to guide decisions for provider change)
- Expect that marketing or advertising regarding the competence and capabilities of the center is not misleading
- Expect appropriate information regarding the absence of malpractice insurance
- Be informed about procedures for expressing suggestions, complaint and grievances
- Know in the event of a transfer to hospital, the responsible person will be notified.
- Expect reasonable continuity of care and how to know in advance the time and location of appointments.
- Designate any area where cared for or treated as non-smoking areas.
- Be informed of his rights at the time of admission.
- Leave Center even against advice of his physician.
- Adequate pain prevention or control: ask for changes in treatments if pain persists: other alternative pain treatments available
- Have your pain and pain medication history taken and questions answered freely
- Development of a pain plan, information concerning the diagnosis, proposed treatment, and expected prognosis in terms that the patient may reasonably be expected to understand;
- Know what medication, treatment, or anesthesia will be given; know the risks, benefits, and side effects of treatment; receive the necessary information for medical decision making and the granting of informed consent from the treating practitioner prior to the start of any procedure or treatment, except for emergency situation.
- Be believed when you say you have pain and have your pain assessed on an individual basis; Receive pain medication timely
- Seek a second opinion or request a pain care specialist; include family in decision making
- Your records upon appropriate request processing
- Every consideration of privacy concerning the medical care provided except when there is an imminent risk to the individual or others, or when the practitioner is ordered by a court to breach confidentiality.
- Refuse treatment without prejudice from your doctor, including the right to refuse any and all to the extent permitted by law, and to be informed of any medical consequences of this action.
- Remind those who care for you that pain management is part of your diagnostic, medical, or surgical care.
- Be advised if the practitioner, agency, or facility propose to engage in any form of human experimentation affecting the care or treatment provided. Patient has right to refuse to participate in research projects or to withdraw continued consent to participate without repercussions.

You are Responsible for:

- Providing to the best of your knowledge accurate and complete information about present complaints, past illnesses, hospitalizations, medications, over the counter medications and supplements and other matters relating to your health.
- Participating in health care decisions: following treatment plan outlined by the practitioner responsible for your care. This includes following instructions of the physicians, nurses and other healthcare personnel carrying out the plan of care and enforcing Center's rules and regulations.
- Ensuring that the financial obligations of your healthcare are fulfilled as promptly as possible, and in the case of financial difficulty, making all reasonable efforts to meet any agreed-upon financial payment plan.
- Your actions if refusing treatment or being non-compliant in following a plan of treatment recommended by your physician.
- Knowing the rules and regulations of the Center affecting your care and conduct, and for following that Center's rules and regulations.
- Being considerate of the rights of other patients and Center personnel, and for assisting in the control of noise and smoking.
- Being respectful of the property of other persons and of the Center.
- Making known to your physician, attending nurse or other healthcare personnel any concerns or complaints you may have.
- Making sure you understand all information regarding the implications of symptoms, procedure (if applicable) and any risks related to having or declining such procedure, the expected outcomes of the plan of care outlined by physician, and responsibilities with regard to that plan of care.
- Notify the Center of any advanced directive/living will that you may have.
- Provide a responsible adult to transport and remain with you for 24 hours, if requested by the physician.