

Patient's Rights:

It is understood and agreed that the term "patient" is utilized as and extended to the parent or legal guardian of the patient.

- The patient has the right to considerate and respectful care provided in a pleasing and courteous environment, and to be treated equally and receive care without regard to age, sex, religion, race, or creed.
- The patient has the right to be informed of all his/her rights before and care is provided.
- The Patient and/or their legal guardians or parents have the right to formulate an advanced directive as legally appropriate for a pediatric patient.
- The patient has the right to and is encouraged to obtain from doctors and other direct caregivers appropriate, current, and understandable information about diagnosis, treatment, and prognosis. Patients have the right to know the identity of doctors, nurses, and others involved in their care, as well as when those involved are students, patients, or other trainees. The patient also has the right to know the immediate and long-term financial implications of treatment choices, insofar as they are known.
- The patient has the right to receive care without discrimination based on form of payment for services rendered.
- The patient has the right to make decisions about the plan of care before and during treatment. The patient has the right to refuse a recommended treatment or plan of care to the extent allowed by law and to be informed of the medical consequences of this action. In case of refusal, the patient is entitled to a second opinion. CIMG should notify patients of any policy that might affect patient choice within the organization.
- The patient has the right to present and place on file with CIMG an advance directive (such as a living will, health care proxy, or durable power of attorney for health care) concerning treatment or designating a surrogate decision maker with the expectation that CIMG will honor the intent of that directive to the extent permitted by law and CIMG's policies.
- The patient has the right to every consideration of privacy. Case discussion, consultation, examination, and treatment should be conducted to protect each patient's privacy as per HIPAA rules and regulations.
- The patient has the right to expect all communications and records related to his/her care will be treated as confidential by CIMG, except in cases such as suspected abuse and public health hazards when reporting is permitted or required by law. The patient has the right to expect that CIMG will stress the confidentiality of this information when it releases it to any other parties entitled to review information in these records.
- The patient has the right to review the records about his/her care and to have the information explained or interpreted as necessary, except when restricted by law.

- The patient has the right to expect that, within its capacity and policies, CIMG will make reasonable response to a patient's request for appropriate and medically indicated care and services.
- The patient has the right to ask and be informed of business relationships among CIMG and hospitals, educational institutions, other health care providers, or payers that may influence the patient's treatment and care.
- The patient has the right to consent to or decline to take part in research studies or human experimentation affecting care and treatment or requiring direct patient involvement, and to have those studies fully explained prior to consent. A patient who declines to take part in research or experimentation is entitled to the most effective care that CIMG can otherwise provide.
- The patient has the right to expect reasonable continuity of care when appropriate and to be informed by doctors and other caregivers of available and realistic patient care options to the best of the provider's knowledge.
- The patient has the right to be informed of CIMG's policies and practices that relate to patient care treatment, and responsibilities. The patient has the right to be informed of available resources for resolving disputes, grievances, and conflicts. The patient has the right to be informed of CIMG's charges for services and available payment methods.
- The patient has the right to access the patient's medical records. A hard copy will be provided if requested in writing within five business days. The handling and production charges are the patient's responsibility.
- The patient has the right to be evaluated and treated during normal business hours by a CIMG's Primary Care provider for acute sickness on the same day.
- The patient has the right to maintain personal privacy and receive care in a safe setting, free from verbal or physical abuse and harassment.
- The patient has the right to choose and change providers within CIMG.
- The patient has the right to a private room for breast-feeding.