

## V.I.P.O. Patient Bill of Rights

1. The patient has the right to considerate and respectful care.
2. The patient has the right to receive the appropriate or prescribed services in a professional manner without discrimination based on age, sex, religion, ethnic origin, sexual orientation, or physical or mental disability.
3. The patient has a right to receive treatment and services within the scope of his/her health care plan promptly and professionally, while being fully informed as to VIPO's policies, procedures and charges.
4. The patient has a right to express concerns, grievances, or to recommend modifications to his/her practitioner without fear of discrimination or reprisal.
5. The patient has a right to be provided with information in easily understandable terms that will allow making of informed decisions concerning the commencement or continuation of services, the transfer of service to another health care provider, or the termination of services. When it is not medically advisable to give such information to the patient, the information should be given to an authorized person on his/her behalf.
6. The patient has the right to receive clear instructions on the use and care of his/her prescribed device.
7. The patient has the right to refuse treatment within the boundaries set by law and receive professional information relative to the consequences that may result.
8. The patient has the right to privacy. Consultation, evaluation, fitting and all related procedures are confidential and will be conducted discreetly.
9. The patient has the right to expect that all communications and records pertaining to care will be treated as confidential to the extent required by law.
10. The patient has the right to expect that medical information about him or her discovered at our office will be communicated to the referring physician.