

## ***PATIENT RIGHTS & RESPONSIBILITIES***

### **ACCESS**

You have the right to equal access of primary medical care regardless of your race, color, religion, sex, sexual preference, age, national origin, or ability to pay. You are assured access to 24-hour medical assistance and emergency care.

### **PRIVACY AND CONFIDENTIALITY**

You have the right to personal privacy and confidentiality except in cases such as suspected abuse and public health hazards when reporting is permitted or required by law. You have the right to approve or refuse the release of your medical records to anyone except as required by law or third party contract. Your written consent must be obtained before any record will be released from our files.

### **INFORMATION**

You will be fully informed of your medical condition and treatment plan. You have the right to see and examine your medical records, unless medically contraindicated. You are, in turn, responsible for providing complete and accurate pertinent information about your health, lifestyle and/or present illness.

### **CONSENT**

Except in emergencies when the patient lacks decision-making capacity and the need for treatment is urgent, you are entitled to the opportunity to discuss and request information related to the specific procedures and/or treatments, the risks involved, the possible length of recuperation, and the medically reasonable alternatives and their accompanying risks and benefits.

### **SECURITY**

You have the right to expect that Lamprey Health Care's practices and environment are safe. You are to maintain responsibility for your personal possessions during your visit.

### **RESPECT AND DIGNITY**

You will be treated with consideration, respect and full recognition of your dignity, individuality, and cultural and/or spiritual needs, which will include privacy in treatment and in the care of your personal needs. No person will be discriminated against for reason of race, color, religion, sex, sexual preference, age, national origin, or financial status. In turn, you have the responsibility to show similar respect for our staff and be considerate in communications, keeping scheduled appointments or notifying the center when unable to keep an appointment.

### **INVOLVEMENT IN CARE**

You have the right to participate in developing your plan of care. You have the right to obtain complete and current information regarding your diagnosis, treatment, and prognosis to the degree known by the practitioners responsible for your care.

### **COMMENTS AND CONCERNS**

You are encouraged to express any concerns, complaints or comments regarding any aspect of your experience with our center. This may be done in person, over the phone or in writing – information below. You are assured that each concern, complaint or comment will be reviewed by the appropriate staff member with timely follow-up with you about the resolution of the issue.

### **BILLING INFORMATION**

You have the right to request and receive a fee schedule and information concerning eligibility for third party reimbursement or our sliding fee scale.

### **ETHICAL ISSUES INVOLVING CARE**

When conflicts arise in decisions about your care, you, your family and significant others have the right to receive an ethical consultation with appropriate parties, including caregivers, physicians, and others.

### **ADVANCE DIRECTIVES**

You have the right to make, review, and modify Advance Directives (Living Will and Durable Power of Attorney) for health care at any time. You have the right to expect that Lamprey Health Care will honor the intent of your directives to the degree allowable by law and Lamprey Health Care policy.

### **RESEARCH**

When research activities are approved by the Board of Directors, you have the right to consent or to decline to participate in any proposed study. If you choose to consider participation, the study will be fully explained to you prior to your signing a consent form.

### **Direct Comments or Concerns to:**

**Nashua Center**  
Marcy Doyle, COO  
22 Prospect Street  
Nashua, NH 03060  
(603) 883 – 1626

**Newmarket Center**  
Darlene Stillwagon, Practice Manager  
207 South Main Street  
Newmarket, NH 03857  
(603) 659-3106

**Raymond Center**  
Nicole Watson, Clinical Director  
128 Route 27  
Raymond, NH 03077  
(603) 895-3351