

Family Orthotics and Prosthetics Patient Rights and Responsibilities

The person receiving goods or services is defined as the patient, and every patient has the right to be treated with respect, dignity, and consideration.

Every patient has the right to actively participate in decisions about his care.

Every patient has the right to see the practitioner of his choosing. If the preferred practitioner is unavailable, Family Orthotics and Prosthetics will give the patient the option to see another practitioner or reschedule his appointment.

Every patient has the right to inquire about billing practices, including fees for services provided and methods of payment.

If we know that an item is not covered by a patient's insurance provider, Family Orthotics and Prosthetics will make every effort to notify the patient prior to his appointment, thus giving him the opportunity to decide if he wants the item(s) and wishes to proceed.

If an item is ordered that was custom made for a patient and the patient is fit with it, but later decides he does not want it, the item will still be charged to him and he will be responsible for payment.

The patient agrees to be responsible for payment of the respective goods or services in the event that his insurance provider does not make payment within 90 days of the date of service.

If someone other than the patient signs for goods and services, he attests that he is authorized to do so and binds the patient responsible for payment.

Family Orthotics and Prosthetics will make every effort to rectify quickly and professionally any dispute over quality of care or product. We honor all warranties provided by the original manufacturers.

Every patient has the right to refuse service and treatment prescribed and recommended by his physician. He also assumes the responsibility for the outcome of such refusal. Likewise, Family Orthotics and Prosthetics always retains the right to refuse product or services to any patient.

Family Orthotics and Prosthetics will always, and at all times, keep the patient's personal information confidential.