



## PATIENT RIGHTS AND RESPONSIBILITIES

Associated Urological Specialists promotes the rights of our patients, in compliance with applicable laws, regulations, and standards. Therefore:

- You have the right to be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care/service.
- You have the right to be informed of your financial responsibilities in advance of care being provided.
- You have the right to receive information about the scope of services that the organization will provide and specific limitations on those services.
- You have the right to participate in the development and periodic revision of the plan of service.
- You have the right to refuse care or treatment after the consequences of refusing care or treatment are fully presented.
- You have the right to be informed of client/patient rights under state law to formulate an Advanced Directive, if applicable
- You have the right to have one's property and person treated with respect, consideration, and recognition of patient dignity and individuality.
- You have the right to identify the staff member of the program, including their job title, and to speak with a staff member's supervisor, if requested.
- You have the right to be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property.
- You have the right to voice grievances/complaints regarding treatment or care, lack of respect of property or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal.
- You have the right to have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated.

Reports can be made at any time by calling any of the following:

- In Office Dispensing Staff at 708-361-4655
  - Dr. Aaron Berger, Physician in Charge of Dispensing, at 708-361-8162
  - Accreditation Commission for Health Care at 855-937-2242 or [customerservice@achc.org](mailto:customerservice@achc.org)
  - Reports made to AUS will be investigated, documented, and responded to with attempted resolution within 14 business days
- You have the right to confidentiality and privacy of all information contained in the patient record and of Protected Health Information.



- You have the right to be advised on the organization's policies and procedures regarding the disclosure of clinical records.
- You have the right to choose a health care provider, including choosing an attending physician, if applicable.
- You have the right to receive appropriate care without discrimination in accordance with physician orders, if applicable.
- You have the right to be informed of any financial benefits when referred to an organization.
- You have the right to be fully informed of your responsibilities, as stated below.

### Patient Responsibilities

- You are responsible for submitting forms that are necessary to receive services to the extent required by law.
- You are responsible for providing accurate medical and contact information and notify staff of any changes in this information.
- You are responsible for notifying the treating provider of participation in the services provided by the organization.
- You are responsible for notifying our staff of any concerns about the care or services provided.
- Concerns or suspected errors may be reported at any time to one of the following individuals or agencies:
  - In Office Dispensing Staff at 708-361-4655
  - Dr. Aaron Berger, Physician in Charge of Dispensing, at 708-361-8162
  - Accreditation Commission for Health Care at 855-937-2242 or [customerservice@achc.org](mailto:customerservice@achc.org)
  - Institute for Safe Medication Practices at [ismp.org/report-error/consumer](http://ismp.org/report-error/consumer)
  - Dept of Financial & Professional Regulation  
Div of Professional Regulation  
Complaint Intake Unit  
555 West Monroe Street, 5th Floor  
Chicago, IL 60661  
Phone: 312-814-6910