



RALEIGH PLASTIC SURGERY  
*center*

## Patient Rights

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1. **Access to Care**  
Patients shall be accorded impartial access to treatment or accommodations as to his/her requests and needs for treatment or services that are within the practice's capacity, availability, its stated mission and applicable law and regulation, regardless of race, creed, sex, national origin, religion, disability/handicap, or source of payment for care.
2. **Respect, Consideration, and Dignity**  
Patients shall be treated with respect, dignity and consideration at all times and under all circumstances, with recognition of his or her personal dignity and his or her psychosocial, spiritual and cultural variables that influence the perceptions of illness.
3. **Privacy**  
Patients shall be provided with appropriate privacy.
4. **Confidentiality & Access to Records**  
Patient information and records are treated confidentially, and, except when required by law, patients are given the opportunity to approve or refuse their release. Patients also have the right to receive a copy of his/her medical records.
5. **Personal Safety/Accommodations for Disabilities**  
The patient has the right to expect reasonable safety in the practice, and to expect a humane treatment environment that provides reasonable protection from harm. Further, patients have the right to expect the availability of provisions to reasonably accommodate disabled individuals.
6. **Employee Identity/Right to Know**  
The patient, or his/ her parent or legally designated representative, has the right to know the identity and professional status of individuals providing services to him/her and to know which physician or other practitioner is primarily responsible for his/her care. This includes the right to know of the existence of any professional relationship among individuals who are treating him/her, as well as the relationship of the practice to any other health care services or educational institution involved in his/her care. Participation by patients in clinical training programs, experimental research or in the gathering of data for research purposes is voluntary.
7. **Information Regarding Medical Care**  
Patients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.
8. **Participation in Decision-making/Consent**  
Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons. The patient or his/her parent or legally designated representative has the right to the information necessary to enable him/ her, in collaboration with the health care provider, to make treatment decisions involving his/her health care that reflect his/her wishes. To the degree possible, this should be based on a clear, concise explanation of his/her condition and of all proposed technical side effects, problems related to recuperation and probability of success. The patient should not be subjected to any procedure without voluntary, competent and understanding consent by the individual or that of his/her parent or legally designated representative. Where a medically significant need for care or treatment exists, the patient or his/her parent or legally designated representative shall be so informed. The patient has the right to refuse participation in any experimental research.

9. Accept/Reject Proposed Treatment

The patient or his/her parent or legally designated representative has the right to accept medical care or to refuse treatment to the extent permitted by law, and be informed of the medical consequences of such refusal. When refusal of treatment by the patient or his/ her parent or legally designated representative prevents the provision of appropriate care in accordance with ethical and professional standards, the relationship with the patient may be terminated upon reasonable notice.

10. Transfer

Patients have the right to change physicians inside or outside RPSC.

11. Payment for Services

The patient or his/her parent or legally designated representative has the right to request and receive an itemized and detailed explanation of his/her bill for services rendered. Patients shall be provided with a complete explanation of his/her financial obligations prior to treatment

12. Registering of a Complaint

Patients may submit a complaint regarding care or service received at RPSC verbally or in writing, without fear of retaliation or discrimination. Patients are informed about procedures for expressing suggestions, complaints and grievances, including those required by state and federal regulations. Complaints can be filed directly to the practice either verbally, in writing or by telephone to Dr. Rhett High, Raleigh Plastic Surgery Center, Inc., 1112 Dresser Court, Raleigh, NC 27609, Phone 919-872-2616. In North Carolina, the patient may also register a complaint through the Department of Health and Human Services Complaint Hotline: 1-800-624-3004 or in writing to Complaint Intake Unit, 2711 Mail Service Center, Raleigh NC 27699. The Accreditation Association for Ambulatory Health Care (AAAHC) will also investigate complaints about our AAAHC accredited facility. You can find more information at <http://www.aaahc.org> or call 1-847-853-6060. If Medicare paid for your ambulatory surgery, you can find more information by calling 1-800-MEDICARE or at <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

13. Policies and Procedures

The patient or his or her parent or legally designated representative should be informed of RPSC's policies and procedures applicable to his or her conduct as a patient. Patients are entitled to information about the mechanism for the initiation, review and resolution of patient grievances and the address of protective and regulatory agencies.

14. Credentialing of Health Care Providers & Malpractice Insurance Coverage

All physicians and other licensed health care professionals who are employed by or contracted with RPSC and who provide medical care to RPSC patients have been credentialed by RPSC, and RPSC's contracted health plans pursuant to applicable NCQA standards and RPSC policies and procedures. All RPSC physicians and nurses (and other licensed personnel) have malpractice insurance coverage.

15. Ownership of Raleigh Plastic Surgery Center Ambulatory Surgery Center

Raleigh Plastic Surgery Center Ambulatory Surgery Center is 100% owned by Raleigh Plastic Surgery Center, Inc., and Raleigh Plastic Surgery Center, LLC. The principals of these companies are: Rhett C. High, MD and W. Glenn Lyle, MD.