



Patient Rights & Responsibilities

PURPOSE: To describe the patient's rights and responsibilities

SCOPE: Dispensary staff, patients

POLICY:

The Oncology Institute's dispensary customers have a right to be notified of their rights and obligations before care/service is begun. If the patient cannot read the statement of rights and responsibilities, it shall be given to the patient in a language they can understand. This information can also be found on company website www.theoncologyinstitute.com/your-first-visit/ under New Patient Packet. TOI will provide paper copies to patients without access to the website or who request a paper copy. The Oncology Institute has an obligation to protect and promote the rights of their customers to care, treatment and services within their capability and mission, and in compliance with applicable laws, regulations and standards, including the following:

YOU HAVE THE RIGHT TO:

- Be fully informed in advance about services/care to be provided, including the company representatives that provide care/services, and the frequency of visits as well as any modifications to the service/care plan.
- Be treated, and have your property treated, with dignity, courtesy and respect, recognizing that each person is a unique individual.
- Be informed both orally and in writing, in advance of care being provided of the charges, including payment for care/services expected from third parties and any charges for which the patient will be responsible
- Receive information about the scope of services that the organization will provide and specific limitations on those services
- Participate in the development and revision of the plan of care
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented



The Oncology Institute of Hope & Innovation

Dispensary Policy/Procedure – DRX 2-2A

- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property
- Voice grievances/complaints regarding treatment of care, lack of respect of property, or recommend changes in policy, personnel, or services without restraint, interference, coercion, discrimination, or reprisal
- Have complaints regarding treatment or care, or lack of respect of property investigated
- Confidentiality and privacy of all information contained in the patient record and of protected health information
- Be advised on agency's policies and procedures regarding the disclosure of clinical records
- Choose a health care provider
- Receive appropriate care without discrimination in accordance with physician orders
- Be informed of any financial benefits when referred to an organization
- Be fully informed of one's responsibilities

CUSTOMER RESPONSIBILITIES: DRX2-2A.01

- You have the responsibility to:
 - Adhere to the plan of treatment or service established by your physician.
 - Adhere to the company's policies and procedures.
 - To submit any forms that is necessary to participate in the program, to the extent required by law.
 - Participate in the development of an effective plan of care/treatment/services.
 - Provide, to the best of your knowledge, accurate and complete medical and personal information necessary to plan and provide care/services.



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- Provide any necessary forms and documentation needed to participate in patient management programs, to the extent required by law.
- Ask questions about your care, treatment and/or services, or to have clarified any instructions provided by company representatives.
- Communicate any information, concerns and/or questions related to perceived risks in your services, and unexpected changes in your condition.
- Be available at the time deliveries are made and to allow The Oncology Institute's representatives to enter your residence at reasonable times to repair or exchange equipment or to provide services.
- Notify the company if you are going to be unavailable.
- Treat company personnel with respect and dignity without discrimination as to color, religion, sex, or national or ethnic origin.
- Provide a safe environment for Dispensary representatives to provide services.
- Care for and safely use medications, supplies and/or equipment, according to instructions provided, for the purpose it was prescribed and only for/on the individual for whom it was prescribed.
- Communicate any concerns about your/caregiver's/family member's ability to follow instructions or use the equipment provided.
- Protect equipment from fire, water, theft or other damage. You agree not to transfer or allow your equipment to be used by any other person without prior written consent of the company and further agree not to modify or attempt to make repairs of any kind to the equipment. Modifying equipment or attempting equipment repairs releases the company from any liability related to the equipment and its uses, and from any resulting negative customer outcomes.
- Except where contrary to federal or state law, you are responsible for equipment rental and sale charges which your insurance company or companies do not pay. You are responsible for prompt settlement in full of your accounts unless prior arrangements have been approved by company administration.



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- The company should be notified of any changes in your physical condition, physician's prescription or insurance coverage. Notify the company immediately of any address or telephone changes whether temporary or permanent.

GRIEVANCES AND COMPLAINTS

- You have the right to raise complaints with the dispensary verbally or in writing by contacting any one of the parties below:
 - Jeffrey Muralles – Dispensary Manager (jeffreymuralles@theoncologyinstitute.com)
 - Mark Hueppelsheuser – Compliance Officer (markhueppelsheuser@theoncologyinstitute.com)
 - ACHC – Credentialing Organization (855-937-2242)