



Advanced Sleep & Neurodiagnostics of MMG  
525 N. Keene St., Suite 301  
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## Patient Rights and Responsibilities

As a patient, you have certain rights, and understanding your rights will help you to get the best possible care. We will make every effort to afford you the right to:

- Become informed of his or her rights as a patient in advance of, or when discontinuing, the provision of care. The patient may appoint a representative to receive this information should he or she so desire.
- Exercise these rights without regard to sex or cultural, economic, educational or religious background or the source of payment for care.
- Considerate and respectful care, provided in a safe environment, free from all forms of abuse or harassment.
- Remain free from seclusion or restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
- Knowledge of the name of the physician who has primary responsibility for coordinating his/her care and the names and professional relationships of other physicians and healthcare providers who will see him/her.
- Receive information from his/her physician about his/her illness, course of treatment, and outcomes of care (including unanticipated outcomes) in terms that he/she can understand.
- Receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse the course of treatment.
- Participate in the development and implementation of his or her plan of care and actively participate in decisions regarding his/her medical care. To the extent permitted by law, this includes the right to request and/or refuse treatment.
- Formulate advanced directives regarding his or her healthcare, and have facility staff and practitioners who provide care in the facility comply with these directives (to the extent provided by state laws and regulations).
- Full consideration of privacy concerning his or her medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discretely. The patient has the right to be advised as to the reason for the presence of any individual involved in his or her healthcare.
- Confidential treatment of all communications and records pertaining to his or her care and his or her stay in the facility. His or her written permission will be obtained before his or her medical records can be made available to anyone not directly concerned with his or her care.
- Access to information contained in his or her medical record within a reasonable time frame (usually within 48 hours of request).
- Reasonable responses to any reasonable request he/she may make for service.
- Leave the facility even against the advice of his/her physician or medical practitioners.
- Be advised of the facility complaint/grievance process, should he or she wish to communicate a concern regarding the quality of the care he or she receives or if he or she feels determined discharge date is premature. Notification of the grievance process includes: whom to contact to file a grievance, and that he or she will be provided with a written notice of the grievance determination that contains the name of the facility contact person, the steps taken on his or her behalf to investigate the grievance, the results of the grievance and the grievance completion date.
- Be advised of the right to refuse to participate in research projects.

- Be informed by his/her physician or a delegate of his/her physician continuing healthcare requirements following his/her discharge from the facility.
- Examine and receive an explanation of his/her bill regardless of source of payment.
- Know which facility rules and policies apply to his/her conduct while a patient.
- Have all patient's rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.

Patients and visitors have responsibilities, and we ask that you make every effort to adhere to the following:

- The patient has the responsibility to provide accurate and complete information concerning his/her present complaints, past illnesses, hospitalizations, medications and other matters relating to his/her health.
- The patient is responsible for reporting perceived risks in their care and unexpected changes in their condition to their responsible practitioner.
- The patient and family are responsible for asking questions when they do not understand what they have been told about the patient's care or what they are expected to do.
- The patient is responsible for following the treatment plan established by his/her physician, including the instructions of other health professionals as they carry out the physician's orders.
- The patient is responsible for keeping appointments and for notifying the facility or physician when he/she is unable to do so.
- The patient is responsible for his/her actions should he/she refuse treatment or not follow his/her physician's orders.
- The patient is responsible for assuring that the financial obligations of his/her facility care are fulfilled as promptly as possible.
- The patient is responsible for conducting themselves in a respectable manner.
- The patient is responsible for being considerate of the rights of the other patients and facility personnel.
- The patient is responsible for being respectful of his/her personal property and that of other persons in the facility.

It is your right to express a concern or file a complaint/grievance and receive a prompt response. Furthermore, all communications are guaranteed to be handled in a confidential manner and no adverse reaction will occur as the result of any comments or complaints made or filed. We value your opinion and use all comments, both positive and negative, to improve our services.

To obtain copies of ASN's Rights and Responsibilities and/or HIPAA privacy policy, call Advanced Sleep & Neurodiagnostics at (573) 441-0455 or visit our website at [www.advancedsleeplabs.net](http://www.advancedsleeplabs.net) or our affiliated organizations website: [www.jcmg.org](http://www.jcmg.org) where you can access and download these forms. If you would prefer to put your comment, or file a complaint/grievance in writing, you may request a form from any staff personnel or send a letter or fax to:

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[www.advancedsleeplabs.net](http://www.advancedsleeplabs.net)

JCMG Privacy Officer,  
 1241 West Stadium Blvd, Jefferson City, MO 65109  
 Phone: 573-635-5264  
[www.jcmg.org](http://www.jcmg.org)

You may also contact the ACHC, the accrediting organization of the lab, at:  
 Accreditation Commission for Health Care  
 139 Weston Oaks Ct. Cary, NC 27513  
 Phone: (855) 937-2242 Fax: (919) 785-3011