



## **PATIENT RIGHTS**

These rights apply to all patients treated by any of myLaurel's physician groups:

1. myLaurel patients have the right to considerate and respectful care.
2. myLaurel patients have the right to receive services in a non-discriminatory manner. myLaurel strictly prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression in accordance with applicable federal and state laws and regulations.
3. myLaurel patients have the right to relevant, current, and understandable information concerning diagnosis, treatment, and prognosis from anyone providing care on myLaurel's behalf.
4. myLaurel patients have the right to be provided with interpretation services if they do not speak English; to alternative communication techniques if they are hearing or vision impaired; and to have any other measures taken on their behalf to ensure effective communication.
5. myLaurel patients are entitled to the opportunity to discuss and request information related to proposed medical treatments and care, any risks involved, and any medically reasonable alternatives.
6. myLaurel patients have the right to information about care charges and available payment methods before services are rendered, including immediate and long-term financial implications of treatment choices, insofar as they are known. Patients have the right to request an explanation of their medical bills.
7. myLaurel patients have the right to make decisions about their plan of care prior to and during the course of treatment, refuse a recommended treatment or plan of care, and be informed of the medical consequences of any such refusal.
8. myLaurel patients have the right to privacy in their medical care. Case discussion, consultation, examination, and treatment shall be conducted in a manner that protects patient privacy to the fullest extent possible and as required by law.
9. myLaurel patients have the right to expect that all communications and records pertaining to their care will be treated as confidential by myLaurel, except when disclosure is required by law.
10. myLaurel patients have the right to expect that when medical information is released to parties entitled to review it, myLaurel will emphasize the information is confidential.
11. myLaurel patients have the right to review the records pertaining to their medical care and to have the information explained or interpreted as necessary.
12. myLaurel patients have the right to be informed of myLaurel's policies and practices that relate to patient care, treatment, and financial responsibilities, as requested.
13. myLaurel patients have the right to lodge a concern about quality of care without fear of reprisal. Patients may lodge a concern by calling myLaurel directly or sending an email to [compliance@mylaurelhealth.com](mailto:compliance@mylaurelhealth.com). myLaurel will promptly review the concern and follow up as necessary.
14. myLaurel patients have the right to have a guardian, next-of-kin, or legal designee exercise patient rights when they are unable to do so, to the extent permitted by law.