

UNIVERSITY OF PIKEVILLE

KENTUCKY COLLEGE OF OPTOMETRY

PATIENT BILL OF RIGHTS

- The patient has the right to appropriate health care as provided by the University of Pikeville, Kentucky College of Optometry, Eye Institute, regardless of race, color, national origin, gender, age, religion, physical or mental handicap, or capacity to submit payment.
- The patient has the right to be treated with understanding, dignity, courtesy and respect in a caring, unhurried atmosphere.
- The patient has the right to be treated as an individual, to be spoken to by proper name without unwarranted familiarity, to be listened to thoroughly and to be granted an appropriate response.
- The patient has the right to a complete explanation about his/her diagnosis, prognosis, treatment plan and alternative treatments in readily understandable terms, including all consultation and care by affiliated institutions and providers.
- If the patient is being referred for consultation or additional care, all Eye Institute information will be made available to the consulting care provider.
- The patient has the right to know by name, all practitioners and ancillary personnel responsible for administering and coordinating his/her care.
- The patient has the right to all information on financial assistance for Eye Institute care provided by the University of Pikeville, Kentucky College of Optometry.
- The patient has the right to obtain comprehensive information regarding the scope of services available to them, including a listing of all fees, risks, benefits and requirements associated with these services.
- The patient has the right to participate in health care, including receiving all information about alternative care or treatment, and the right to refuse care.
- The patient has the right to privacy of his/her health care including all case discussion, consultation, examination, and treatment provided by interns, residents, fellows, physicians, optometrists and other personnel. It is expected that all communications and records will remain confidential, in accordance with State and Federal law.
- The patient has the right to be fully informed of any and all experimental procedures proposed to be used with his/her Eye Institute care and to refuse participation without concern that the extent or quality of care will be impacted in any way.
- The patient has the right to prompt Eye Institute care or referral in an emergent situation, the right to receive appropriate consultation or referral and the right to continuity of care.
- The patient has the right to submit a complaint, verbally or in writing, without fear of reprisal or concern that the extent or quality of care will be impacted in any way.

The Leading University



of Central Appalachia