

# Patient Bill of Rights

Exer is committed to providing high-quality urgent care and ensuring the safety of our patients. As a patient we believe you have certain rights concerning your care, and certain responsibilities to help us provide you with the best care possible.

## As a patient of Exer Urgent Care, you can expect to:

1. Receive equitable, unbiased, considerate, and respectful care and to be treated with courtesy and dignity.
2. Receive treatment without discrimination over race, color, religion, sex, national origin, disability/handicap, or sexual orientation.
3. Know the names of all physicians and staff who care for you and the functions they will perform for you.
4. Obtain information about your illness, treatment, and prognosis in terms and language you understand.
5. Receive as much information as you may need to have about any proposed treatment or procedure, the risks involved, and all alternatives to those procedures, in order to give informed consent to receive treatment, except in an emergency.
6. Be treated according to your wishes expressed on your Durable Power of Attorney for Health Care or other legal healthcare directives.
7. Refuse treatment and to be made aware of the risks and outcomes regarding your health should you refuse treatment.
8. An assurance of privacy in your medical care. Case discussion, consultation, examination, and treatment will be conducted confidentially. Patient health information and medical records will be treated confidentially and will be read only by individuals directly involved in your care, by individuals monitoring quality care, or by other individuals only with the patient's written consent. Please see Exer's "Notice of Privacy Practices" for a detailed explanation of your privacy rights and how we may use and disclose your protected health information.
9. Refuse to take part in any research projects. If you decide to participate, you have the right to be given a full explanation of the research and to withdraw from the project at any time.
10. Know our fees and to receive an explanation of the charges regardless of the source of payment.
11. Inquire about or to obtain a second opinion.
12. Have your complaints addressed, and to receive an appropriate response.
13. Receive information regarding rules, policies, and responsibilities that apply to your conduct as a patient.

## As a patient of Exer Urgent Care, you have the following responsibilities:

1. To respect the rights of others. Threats of violence, disrespectful communication or harassment of other patients or Exer staff, for any reason, including because of age, ancestry, color, culture, disability, ethnicity, gender, genetic information, language, military/veteran status, national origin, race, religion, sexual orientation, or other aspect of difference will not be tolerated. This applies to patients as well as their family members, representatives or anyone else accompanying the patient to an Exer location.
2. To provide, to the best of your knowledge, accurate and complete information about present conditions, past illnesses, hospitalizations, medications, and other matters related to your health.
3. To ask questions in order to understand the procedure or treatment, risks involved, and alternative care.
4. To continue your care after you leave Exer, including knowing when and where to get further treatment and what you need to do at home to help with your care.
5. To be responsible for your decisions if you refuse treatment or do not follow your healthcare providers' instructions.
6. To respect the privacy of other patients.
7. To refrain from recording your experiences at the center without the consent of everyone involved including Exer providers and staff. Please Note that unauthorized recording violates California state law.
8. To notify our office in writing of your desire to obtain your own medical record.
9. To assure the financial obligation of your healthcare is met as promptly as possible.