



Patient Rights and Responsibilities

At Beacon Infusion Healthcare Services LLC and its partners and affiliates, we are concerned that each patient entrusted to our care is treated with dignity, respect and compassion. We recognize that all patients have basic rights, and we are committed to honoring these rights. Likewise, Beacon Infusion Healthcare Services LLC and its affiliates have a right to expect reasonable and responsible behavior from patients, their relatives and friends.

The following is a summary of rights and responsibilities that we believe serve as a foundation for a good relationship between patients and staff.

Patient Rights

Access to care

Individuals shall be given impartial access to treatment or accommodations that are available or medically indicated regardless of race, creed, sex, national origin, cultural values, spiritual values, or disability.

Providers of care

You have the right to know the identity and professional status of individuals providing service, and to know which physician or other practitioner is primarily responsible for your care. Your health-care team may include other physicians, physician assistants, nurse practitioners, registered nurses, licensed practical nurses, and other health-care providers.

Respect and dignity

You have the right to receive considerate, respectful care at all times and under all circumstances, with recognition of personal dignity, diversity, and religious or other spiritual preferences.

Privacy and confidentiality

You have the right, within the law, to personal and informational privacy, as demonstrated by the following rights:

- To wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with procedures or treatments.
- To be interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy. This includes the right to request to have another person present during certain parts of a treatment or procedure performed by a health professional.
- To expect that any discussion or consultation involving your care will be conducted discreetly and that individuals not directly involved in your care will not be present without permission.
- To have the medical record accessed only by individuals for legitimate business purposes and as permitted under law.

- To expect all communications and other records pertaining to care, including the source of payment, be treated as confidential.

Safety

Patient safety is our priority. As a patient, you have the right to have care provided in a safe setting. Everyone has a role in making health care safe, including physicians, health-care executives, nurses and technicians. You play a vital role in making your care safe by becoming an active, involved and informed member of your health-care team. Your perception of risks to safety and suggestions for improvement will be heard and responded to appropriately. Please make your health care providers aware of any concerns you have.

Your suggestions for improvement are always welcome. You may submit suggestions by calling Beacon Infusion Healthcare Services LLC at 833-223-2266.

You have the right to be free from seclusion and the use of any restraint that is not medically necessary. These measures are determined by your provider and used only to prevent injury to yourself or others and only when alternative, less restrictive measures have been considered.

Rules and regulations

You have the right to know what rules and regulations apply to patients. These rules include those described in this Patient Rights and Responsibilities guide, outlined in the responsibilities section of this booklet. Additional copies of this guide are available upon request.

Communication

You have the right to know what patient support services are offered, including whether an interpreter is available if you don't speak English or are hearing impaired. Accommodations can be made for patients with hearing, speech, visual and cognitive impairments by requesting these services at the time the appointment is made.

You have a right to a prompt and reasonable response to questions and requests.

You have the right to be spoken to in terms that you understand.

Charges

You have the right to receive a copy of a reasonably clear and understandable itemized bill and have the charges explained upon request.

You have the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for your care.

If you are eligible for Medicare, you have the right to know, upon request and in advance of treatment, whether your treatment location accepts the Medicare assignment rate.

You have the right to receive, upon request and prior to treatment, a reasonable estimate of charges for your care.

Consent

You have the right to know who is responsible for administering the procedures or treatment you receive at your treatment location.

Advance directives

Advanced directives regarding emergency medical care are not honored at any Beacon Infusion Healthcare Services LLC locations. If you wish to obtain injection and infusion services at a facility that honors advanced directives, you have the right to obtain those services at another provider. You may withdraw from care at any of our service locations at any time as a result of this decision, although once a chargeable event occurs it will be your financial responsibility to pay for those services.

Refusing treatment

You may refuse treatment to the extent permitted by law. When refusal of treatment by you prevents the provision of appropriate care in accordance with professional standards, our relationship with you may be terminated upon reasonable notice.

Transfer and continuity of care

In case of an infusion reaction, allergic reaction, or any other medical emergency, you may be transferred to another facility or organization by emergency services and such a transfer may include facilities which do not participate in-network with your insurance plan.

Patient Responsibilities

Respect and consideration

You are responsible for being considerate of the rights of other patients and clinic staff. This includes not smoking, and controlling noise.

You are responsible for being respectful of the property of others and of the clinic. You understand that any abusive or disrespectful behavior could result in your dismissal from our care.

Safety

You play a vital role in making your care safe by becoming an active, involved and informed member of your health-care team. You are responsible to:

- Work with your prescribing provider to make decisions about your care.
- Ask questions from your prescribing provider until you understand the answers (about treatments, procedures, medications, etc.).
- Learn about the possible risks of refusing a test or procedure.
- Ask your prescribing provider to explain the recommended or prescribed treatment plan before coming to our service location for administration.

Rules and regulations

You are responsible for following rules and regulations that apply to patients at Beacon Infusion Healthcare Services LLC and its affiliates, including those described in this guide.

Providing information

As a patient, you are an integral part of the health-care team. Therefore, you are responsible for:

- Participating in your care and health-care decisions.

- Providing, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, allergies and other matters relating to your health.
- Reporting unexpected changes in your condition to the responsible practitioner.
- Communicating whether you clearly understand your plan of care and what is expected of you.

Education

You are expected to participate in the teaching/learning process so that you will acquire and understand the skills and behaviors that promote recovery, maintain or improve function, or manage disease or symptom progression.

Charges

You are responsible for assuring that your financial obligations for health care received are fulfilled as promptly as possible.

Compliance

You are responsible for following the treatment plan recommended by the practitioner primarily responsible for your care. This may include following the instructions of nurses and allied health staff as they carry out your plan of care, implement the responsible practitioner's orders and enforce applicable clinic rules and regulations.

You are responsible for keeping appointments and for notifying Beacon Infusion Healthcare Services LLC and your service location when you are unable to do so. To cancel or reschedule an appointment, call 833-223-2266.

Refusing treatment

You are responsible for your actions if you refuse treatment or do not follow the practitioner's instructions.

Personal property

Beacon Infusion Healthcare Services LLC and its affiliates are not responsible for cash, valuables and/or any personal items you bring to the treatment location. This includes eyeglasses, hearing aids, dentures, canes, prostheses, wheelchairs and other easily misplaced items.

Your concerns

If you have a concern about any aspect of your care at Beacon Infusion Healthcare Services LLC and its affiliates, you are urged to let us know so we can resolve it promptly. This reporting will in no way negatively impact future care. We consider your comments opportunities for us to improve care and service. To address concerns, you may:

- Speak to your physician or nurse (the most direct option).
- Speak to the Beacon Infusion Healthcare Services LLC central office by calling 833-223-2266.