

Patient Rights & Responsibilities

City of Vision Eye Care is committed to providing excellent medical care to all patients. As part of this commitment, we support patients' rights to participate in healthcare decisions affecting their well-being.

Our goal is to offer effective and considerate medical eye care within our capacity, mission, and applicable laws and regulations. The Patient's Bill of Rights reflects our staff's enthusiastic endorsement of these principles.

PATIENT RIGHTS

- Patients have the right to participate in decisions about their medical care.
- Except in emergencies, patients have the right to receive a full explanation from their physician before treatment or procedures to ensure informed consent.
- Patients can refuse drugs or procedures, within legal limits, and will be informed of the medical consequences of their refusal.
- Patients have the right to receive medical services without discrimination based on age, race, color, religion, sex, national origin, handicap, disability, or payment source.
- Patients, or their designees, can access their medical records upon request unless restricted by the attending practitioner for medical reasons.
- Patients have the right to confidentiality of their information, except as required by law or agreed-upon arrangements with third-party payers.
- Patients can expect good management techniques to optimize their time and comfort.
- Patients have the right to examine and receive a detailed explanation of their bills.
- Patients can expect information on continuing healthcare needs after discharge and how to meet them.
- Patients can change their primary or specialty physician if other qualified physicians are available.
- Patients have the right to obtain provider credentialing information.
- Patients can exercise their rights without facing discrimination or reprisal.
- Patients have the right to voice grievances about their treatment or care.



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PATIENT RESPONSIBILITIES

- Patients should provide accurate and complete information about their current complaints, past illnesses, hospitalizations, medications (including over-the-counter products and dietary supplements), allergies, and sensitivities.
- Patients should cooperate with planned care and treatment.
- Patients should be aware of and sensitive to the needs of others, respect the property of others, and show respect to all healthcare providers and staff. Professional conduct and appropriate language and volume are expected in the healthcare setting.
- Patients are responsible for meeting their financial obligations to City of Vision Eye Care and their physician for services rendered.
- Patients must adhere to the policies and procedures of City of Vision Eye Care regarding patient care and conduct. This includes the patient and any accompanying members.
- Patients who do not follow their prescribed care plan or adhere to these responsibilities may be dismissed from care at City of Vision Eye Care.
- Patients should inform their providers about any living will, medical power of attorney, or other directives that could affect their care.

Comments or complaints may be mailed to:

City of Vision Eye Care
Attn: Patient Advocacy
4025 Jackie Road SE
Rio Rancho, NM 87124