



Awais K. Humayun, MD, FACC, FHRS

Cardiac Electrophysiology

Excellence in Heart Care & Treatment

## ***Patient Rights and Responsibilities***

### **Patient Rights**

Heart Rhythm Solutions (HRS) respects the dignity and pride of all individuals we serve. HRS complies with applicable federal civil rights laws and does not discriminate on the basis of age, gender, disability, race, color, ancestry, citizenship, religion, pregnancy, sexual orientation, gender identity or expression, national origin, medical condition, marital status, veteran status, payment source or ability, or any other basis prohibited by federal, state, or local law. Each individual shall be informed of patient's rights and responsibilities in advance of administering or discontinuing patient care. We adopt and affirm as policy the following rights of patient who receive services from HRS:

#### **Considerate and Respectful Care**

- Patients receive ethical, high-quality, safe and professional care without discrimination
- Patients are treated with consideration, respect and recognition of their individuality, including the need for privacy in treatment.
- Patients have the right to request that HRS provide a person of one's own gender to be present during certain parts of physical examinations, treatments, or procedures performed by a health professional of the opposite sex (except in emergencies), and not to remain undressed for any longer than is required

#### **Information Regarding Health Status and Care**

- Patients are to be informed of their health status in terms that can be reasonably understood, and to participate in development and implementation of their plan of care and treatment
- Patients have the right to be informed of the names, functions, and qualifications of physicians and other health care professionals providing direct care
- Patients have the right to be informed about any continuing health care requirements after discharge
- Patients have the right to receive assistance from physicians, HRS staff, or appropriate hospital / medical facility staff in arranging for required follow-up care after discharge.





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- Patients have the right to be informed of risks, benefits, and side effects of all medications and treatment procedures, particularly those considered innovative or experimental
- Patients have the right to be informed of appropriate alternative treatment procedures
- Patients have the right to be informed of outcomes of care, treatment, and services
- Patients have the right to appropriate assessment and management of pain
- Patients have the right to be informed if HRS, or affiliated hospitals/medical facilities have authorized other health care and/or education institutions to participate in treatment. The patient has a right to know the identity and function of these institutions, and may refuse to allow their participation in treatment

### **Decision Making and Notification**

- Patients have the right to have a family member, chosen representative, and/or their own physician notified promptly of admission to the hospital
- Patients have the right to choose a person(s) to be their healthcare representative and/or decision maker. The patient may also exercise their right to exclude any family members from participating in their healthcare decisions.
- Patients have the right to request or refuse treatment. *This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate*
- Patients have the right to be included in experimental research when informed consent is given, that is, written consent to participation in research is given by the patient or their legal representative
- Patients may refuse to participate in experimental research, including investigations of new drugs and medical devices
- Patients have the right to formulate advance directives and have HRS and/or affiliated hospital staff and practitioners comply with such directives
- Patients have the right to leave healthcare facilities against physician's advice to the extent permitted by law





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### **Access to Services**

- Patients have the right to receive, as soon as possible, the free services of a translator and/or interpreter, telecommunications devices, and any other necessary services or devices to facilitate communication between patients and health care personnel (e.g., qualified interpreters, written information in other languages, large print, accessible electronic formats)
- Patients have the right to pastoral counseling and to take part in religious and/or social activities while admitted to an affiliated hospital, unless one's doctor thinks such activities are not medically advised
- Patients have the right to safe, secure, and sanitary accommodations
- Heart Rhythm Solutions recognizes the Americans with Disabilities Act, a wide-ranging piece of legislation intended to make society more accessible to people with disabilities.
- Patients have the right to prompt and reasonable response to questions and requests for service
- Patients have the right to request a discharge planning evaluation

### **Access to Medical Records**

- Patients have the right to have their medical records, including all computerized medical information, kept confidential and to access information within a reasonable time frame. The patient may decide who may receive copies of records, except as required by law
- Upon leaving HRS' office or other healthcare facility, patients have the right to obtain copies of their medical records

### **Ethical Decisions**

- Patients have the right to participate in ethical decisions that may arise in the course of care including issues of conflict resolution, withholding resuscitative services, foregoing or withdrawal of life sustaining treatment, and participation in investigational studies or clinical trials
- If HRS decides that a patient's refusal of treatment prevents appropriate care according to ethical and professional standards, the relationship with the patient may be terminated





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### **Protective Services**

- Patients have the right to access protective and advocacy services
- Patients have the right to be free from restraints of any form that are not medically necessary
- Patients that receive treatment for mental health, developmental disability, or other protected statuses have additional rights provided by applicable state and federal laws
- Patients have the right to all legal and civil rights as a citizen unless otherwise prescribed by law
- Patients have the right to an impartial review of hazardous treatments or irreversible surgical treatments prior to implementation, upon request, except in cases of emergency procedures necessary to preserve life
- Patients have the right to an impartial review of alleged violations of patient rights
- Patients have the right to receive treatment for any emergency medical condition that will deteriorate from failure to provide treatment
- Patients have the right to give consent to tests, procedures, or treatments and to access the information necessary to provide such consent
- Patients have the right to file a complaint with the Department of Health or other quality improvement, accreditation, or other certifying bodies if they have a concern about patient abuse, neglect, misappropriation of a patient's property, or other unresolved complaint regarding patient safety or a quality concern

### **Payment and Administration**

- Patients have the right to examine and receive an explanation of the patient's bill regardless of source of payment
- Patients have the right, if uninsured/or insured, to receive, before the provision of a planned nonemergency medical service, a reasonable estimate of charges
- Patients eligible for Medicare have the right to know, upon request and in advance of treatment, whether HRS or an affiliated hospital/medical facility accepts the Medicare assignment rate





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### **Additional Patient Rights**

- Second Opinion: Patients have a right to receive opinions of other specialists, at the request and expense of the patient
- Patients have a right to wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment

### **PATIENT RESPONSIBILITIES**

In the spirit of mutual trust and respect, patients have certain responsibilities in receiving medical care from HRS.

- Patients agree to provide accurate and complete information concerning health status, medical history, hospitalizations, medications, and other health-related matters
- Patients agree to report perceived risks in their care and unexpected changes in condition to HRS
- Patients agree: (a) to report comprehension of their HRS' course of action to address their medical condition; (b) to report their understanding of what is expected in terms of their participation in their healthcare; and, (c) to ask questions if there is a lack of understanding of exams, testing, treatments, follow-up care, and short and long term prognosis
- Patients agree to follow a plan of care established by HRS, including instructions of physician assistants, nurses, and other health professionals as they carry out the Dr Humayun's orders
- Patients agree to keep appointments or notifying HRS when unable to do so
- Patients agree to responsible for their actions should they refuse treatment or not follow Dr Humayun's orders
- Patients agree to assure that financial obligations for their healthcare are fulfilled as promptly as possible
- Patients agree to follow HRS or affiliated hospitals/medical facilities policies, procedures, rules, and regulations
- Patients agree to be considerate of the rights of other HRS patients and personnel





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- Patients agree to be respectful with their personal property and that of other patients/persons in HRS' office
- Patients agree to help HRS staff to assess pain, request relief promptly, discuss relief options and expectations with caregivers, work with caregivers to develop a pain management plan, tell staff when pain is not relieved, and communicate worries regarding pain medication
- Patients agree to inform HRS of a violation of patient rights or any safety concerns, including perceived risk in care and unexpected changes in their condition

#### **Visitors**

Heart Rhythm Solutions recognizes the importance of family, spouses, partners, friends and other visitors in the care process of patients. We adopt and affirm as policy the following visiting rights of patients who receive services from HRS

- To be informed of visitor rights, including any clinical restriction or limitation
- To designate persons who may accompany patients on office visits/consults, including but not limited to spouses, domestic partners, family members, and friends. These visitors will not be restricted on the basis of age, race, color, national origin, religion, gender, gender identity, gender expression, sexual orientation, or disability.
- Patients have the right to refuse / withdrawal permission for a person to accompany them on a office visit/consult
- Media: Representatives, reporters, and photographers must contact HRS' spokesperson for access to office settings or other settings where HRS healthcare professionals provide care.

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*If you have any questions about this document, ask while in the office or call: (954) 707-5200, Monday through Friday from 9am to 5pm EST.*

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***I have reviewed and understand HRS' Patient Rights & Responsibilities Policy.***

**Patient Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

