

**DENT NEUROLOGIC INSTITUTE**  
**OUR PATIENT RIGHTS & RESPONSIBILITIES**

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DNI has adopted the following policies in regard to patients' rights and responsibilities:

**You have the right to:**

1. Understand and use these rights. If for any reason you do not understand or you need help, DENT must provide assistance, including an interpreter.
2. Receive care without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation, source of payment, or age.
3. Receive care in a respectful and courteous manner. To not be discriminated against and to receive care in a safe setting, free from abuse or harassment;
4. Receive privacy concerning your medical care. Discussions and consultations of your care as well as examinations, treatments, and records are confidential and should be conducted in a discreet manner;
5. Know the names of the physicians and the medical staff members that treat you;
6. Be fully informed about a treatment or procedure and the expected outcome before it is performed. Refuse treatment as permitted by law;
7. Know the provisions that DENT has arranged for handling emergency care and after-hours care;
8. Have all reasonable requests responded to promptly and adequately within the capacity of DENT;
9. Be informed by a medical staff member of your continuing healthcare requirements after discharge from DENT. You may have a designee assigned to receive this information;
10. Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
11. Review your bill and receive a detailed explanation of all fees for specific services, regardless of the payment source;
12. Have your rights apply to any person with the legal responsibility to make medical care decisions for you;
13. An interpreter or use of alternative communication techniques/aids as needed;
14. Know that DENT is privately owned and managed by a group of physicians who have been credentialed to work here; and
15. Know what responsibilities you have as a patient.

**You have the responsibility to:**

1. Observe the rules and regulations of DENT for your stay and treatment. Be considerate of other patients and facility personnel;
2. Read and understand all consents you sign. Report to the staff if you do not understand the planned course of your treatment and what is expected of you;
3. Follow up on your physician's instructions, take medications when prescribed, and ask any questions you might have concerning your healthcare;
4. Inform providers of your current health status and all medication you take, including over-the-counter products and supplements;
5. Act responsibly in your treatment plan, and comply with treatment recommendations. Failure to do so can adversely impact the desired clinical results;

6. Indicate if you feel your privacy and/or safety is being violated;
7. When appropriate for your procedures, provide a responsible adult to transport you home. Have a responsible adult be accountable for you at home for the first twenty-four (24) hours after your procedures;
8. If you have an advance directive, notify your physician and provider the appropriate documentation so that it can become a part of your medical record:
9. Pay financial obligations stated in our financial policy;
10. Respect DENT's property and equipment;
11. Any concerns or dissatisfaction you may have with our care and service, please ask to speak with a manager so that we may improve the quality care and service. You can contact a member of our management team at (716) 250-2000; and
12. File a grievance within thirty (30) days of the occurrence if you feel your rights have been violated.