



Diagnostic Imaging ASSOCIATES, INC.

Patients' rights:

- ✓ A patient and family has the right to have access to, be taught and understand the care, treatment and services that are provided by Diagnostic Imaging Associates Inc. (DIA)
- ✓ A patient has the right to be informed about the care, treatment, and services to be furnished by DIA.
- ✓ A patient has the right to participate in planning the care and/or treatment based on the scope of service of DIA Teleradiology.
- ✓ A patient has the right to refuse care and services and to be informed of the medical consequences.
- ✓ A patient has the right to and need to effective communication.
- ✓ A patient has the right to have assistance in understanding and exercising the patient's rights. A patient has the right to exercise rights as a patient of the organization.
- ✓ A patient has the right to have the patient's person and property treated with consideration, respect, and full recognition of the patient's individuality and personal needs.
- ✓ The patient has the right to have respect for the patient's cultural, personnel values, beliefs, privacy and preferences.
- ✓ A patient has the right to be free from abuse, neglect, and exploitation by an organization employee, volunteer, or contractor.
- ✓ A patient has the right to confidential treatment of the patient's personal and medical records and accesses or disclosure of patients' records will be accordance with organization policies and as required by federal and state law, including any transfer to another organization or health facility, or as required by law or third-party payment contract.
- ✓ A patient has the right to voice grievances regarding treatment or care that is or fails to be furnished, or concerns of the implementation of advance directives requirements or regarding the lack of respect for property by anyone who is furnishing services on behalf of the organization and must not be subjected to discrimination or reprisal for doing so with the organization or with state organization.
- ✓ In the case of a patient adjudged incompetent, the rights of the patient are exercised by the person appointed by law to act on the patient's behalf.
- ✓ In the case of a patient who has not been adjudged incompetent, any legal representative may exercise the patient's rights to the extent permitted by law.
- ✓ Upon written request the patient will be informed of the ownership and control of the organization.
- ✓ A patient has the right to pain management if it falls within the scope of services provided by DIA.
- ✓ To be fully informed of these rights and all rules governing patient conduct.
- ✓ To be informed of personal health conditions, unless medically contraindicated and documented in the clinical record.
- ✓ To be assured the personnel who provide care are qualified through education and experience to carry out the services for which they are responsible.
- ✓ To receive proper identification by any individual providing services.



The Patient has the following responsibilities:

- ✓ Provide complete and accurate health, medical and insurance information.
- ✓ Be considerate and respectful to other patients, DIA staff and DIA property.
- ✓ Ask questions when in doubt.
- ✓ Communicate changes in your health and/or condition to your caregivers and remind them of your allergies.
- ✓ Give a list of your medicines, vitamins, herbs and supplements if it is indicated for the scope of service provided by DIA.
- ✓ Be aware that your right to be involved in your plan of care does not include receiving medically unnecessary treatment.
- ✓ Meet financial obligations associated with the health care services received.

These complaints may be either in writing or voiced verbally to the Administrator. The Administrator of DIA is Gabe Graham and his office number is 918-809-9464.

Or notify the Privacy/Complaint/Grievance notification voicemail at 918-935-3590 or by emailing Admin@diarads.com

All complaints will be handled in a professional manner. Complaints will be investigated, acted upon, and responded to in writing by the Administrator within a reasonable amount of time after receiving the complaint. If there is no satisfactory resolution of the complaint, the next level of management will be notified.

An employee has the option of communicating their complaint regarding patient safety and quality of care to **The Joint Commission**. Their contact information is:

- **Main Number: (630)792-5000**
- **Fax Number: (630)792-5005**
- **Complaint #: (800)994-6610**
- E-mail address: complaint@jointcommission.com
- Or fill out a complaint form with the joint commission at www.jointcommission.org/report_a_complaint.aspx

The Joint Commission reference number for DIA is #544394