

# Patient's Bill of Rights

1. Healthcare consumers have the right to receive accurate, easily understood information from Midwest Orthotic Services in making informed decisions about their healthcare providers, plans and facilities.
2. Healthcare consumers have the right to a choice of healthcare providers that is sufficient to insure access to appropriate high-quality health care.
3. Healthcare consumers have the right and responsibility to fully participate in all decisions related to their health care. Healthcare consumers who are unable to fully participate in treatment decisions have the right to be represented by parents, guardians, family members or other conservators.
4. Healthcare consumers have the right to considerate, respectful care from all members of the healthcare system at all times and under all circumstances. An environment of mutual respect is essential to maintain a quality healthcare system.
5. Healthcare consumers have the right to communicate with healthcare providers in confidence and to have the confidentiality of their protected health information protected. Healthcare consumers also have the right to review and copy their own medical records and request amendments to their records.
6. Healthcare consumers have the right to a fair and efficient process for resolving differences with their health plans, providers and facilities that serve them.
7. In a healthcare system that protects healthcare consumers' rights, it is reasonable to expect and encourage healthcare consumers to assume reasonable responsibilities. Greater individual involvement by healthcare consumers in their care increases the likelihood of achieving the best outcomes and helps support a quality improvement, cost-conscious environment.