

# PATIENT RIGHTS & RESPONSIBILITIES



**ADVANCED**  
CHIROPRACTIC CLINIC

## **Rights - as a patient you have the right to:**

1. Be treated with courtesy, dignity and respect of your personal privacy by all employees of Advanced Chiropractic Clinic.
  - a. You may refuse to talk with or receive visits from anyone not directly involved in your care.
  - b. You may be interviewed and examined in reasonable privacy.
  - c. You have the right to have a person of your own sex present during your treatment.
  - d. Your medical care will be discussed discreetly. Persons not involved in your health care will not be present at such a discussion or consultation unless authorized by you.
  - e. Only persons directly involved in your treatment, including those who monitor its quality will read your medical record. Others may read your medical record only with your written permission, or that of your legally authorized representative.
  - f. Confidential treatment of your condition, medical record and financial information.
2. Receive an explanation of your diagnosis, benefits of treatment, alternatives, recuperation, risks and an explanation of consequences if treatment is not pursued.
3. An explanation of all services provided by Advanced Chiropractic Clinic, the days and hours of service and phone numbers of the clinic
4. Appropriate arrangements, if needed, to accommodate any disabilities.
5. Choose your own physician/caregiver, and know the names, status and experience of the staff.
6. Refuse participation in any protocol or aspect of care and freely withdraw previously given consent for further treatment.
7. Full financial explanation and payment schedule.
8. Receive expert professional care without discrimination, regardless of age, color, religion, national origin, sexual preference, handicap or sex.
9. Express in advance, treatment preferences.
10. Receive, before you are referred to any other facility a complete explanation of the need of your referral.
11. Be free of physical/mental abuse and/or neglect by all employees of Advanced Chiropractic Clinic.
12. Complain or file grievance with Advanced Chiropractic Clinic patient representative or compliance department without fear of retaliation or discrimination.
13. Access to your personal records and the ability to obtain copies upon written request.
14. Assistance and consideration in the management of pain.
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16. Assistance and consideration in the management of pain.
17. Appropriate arrangements, if needed, to accommodate any disabilities.

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## **Responsibilities - as a patient, you have the responsibility to:**

1. Treat our staff, patients, and visitors with courtesy, dignity, respect, and to refrain from the use of foul or abusive language.
2. Disclose accurate and complete information related to your physical condition, hospitalizations, medication, allergies, medical history, and related items.
3. Contact Advanced Chiropractic Clinic when unable to keep scheduled appointments.
  - a. Please contact us **24-hours ahead of time for Chiropractic and Acupuncture appointments and 48-hours ahead of time for Massages.**
  - b. A No Show/same-day cancellation fee of \$50 will be charged. (There are exceptions to this policy, please be sure to communicate with us.)
4. Provide new/updated information related to your health insurance to the office in a timely manner.
5. Request more detailed explanations for any aspect of service you do not understand
6. Inform your provider of any changes in your condition or any new problems or concerns.
7. Communicate any temporary or permanent change in your address or telephone number, which might hinder contact with you.
8. Relate your levels of discomfort and/or pain and perceived changes in your pain management to your provider.
9. Understand that for the safety and wellbeing of other patients and our staff only service animals are allowed in our office.

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## **Complaints or Grievances:**

For any complaints, grievances, or disability issues, please contact: Advanced Chiropractic Clinic Compliance Department at 303-841-2524 and ask for Hope or Dr. Rebecca.

The following agencies may be contacted to file a grievance against an Acupuncturist,, Chiropractor, or Massage therapist:  
Colorado Division of Professions and Occupations at 303-894-7800.