



## Hollingshead Eye Center, P.C. Patients Rights

- To be treated with respect and consideration, addressed by name, listened to when there is a problem or question and to receive an appropriate response to a concern.
- Your privacy will be protected. The door will be closed during your examination. You are entitled to have visitors excused and to know why any observer is present. Those not directly involved in your care must have your permission to be present.
- The personnel involved in your care will treat all information they receive about you with the strictest confidence.
- You have the right to be free from all forms of abuse, neglect, or harassment and to be cared for in a safe setting.
- You will receive the care ordered by your doctor that is necessary for your medical problem without discrimination because of your race, national origin, creed, age, sex, sexual orientation, diagnosis or ability to pay for your care.
- You have the right to access information contained in your medical records within a reasonable time frame. After examining your medical records, you have then right to receive answers to your questions about the information within a reasonable time frame.
- You have the right to have an interpreter or use of alternative communication techniques or aids as needed.
- You should receive enough information from your doctor about your condition and treatment to make an informed decision about your care.
- You may refuse treatment. When doing so, you will be informed of the medical consequences of such actions.
- You have the right to accessible, responsive procedures that protect your ability to speak up about things that concern you. In addition, you can expect that your complaints will be addressed promptly and fairly.
- You will be advised if the medical center and/or medical staff propose to engage you in any research affecting your care or treatment. Risks, benefits and alternatives of the research will be discussed with you. You have the right to refuse to participate in such research.
- You have the right to know if the facility has relationships with outside organizations that may affect your treatment.
- You have the right to receive, upon request, an explanation of your bill for the treatment you receive.
- You have the right to be told of reasonable care choices when surgical treatment is no longer appropriate.

**Hollingshead Eye Center, P.C.**  
**Patient Responsibilities**

- If you do not understand any instructions, please ask for clarification.
- We ask that you be prompt in providing information for billing of insurance and in paying your bill.
- To give accurate and complete information regarding your health, medications and past treatment.
- To read and understand all permits and/or consents you sign.
- To treat other patients, staff and physicians with respect.
- To assure that all financial obligations for your healthcare needs are met.

**Hollingshead Eye Center, P.C.**  
**After- Hours and Emergency Care**

- Patients can reach our office 24 hours a day (208)336-8700. An operator will answer after hours. If the patient is having any eye emergency, the operator will page the doctor. If the patient has a non-emergency situation, the operator will take a message. The patient will then be called by the next business day.
- If the patient is having a life threatening emergency, they will be directed to call 911.

## Reporting Agencies

### Medicare

- Office for the Medicare Beneficiary Ombudsman  
[www.cms.hhs.gov/center/ombudsman.asp](http://www.cms.hhs.gov/center/ombudsman.asp)
- Medicare Billing Concerns  
1-800-MEDICARE  
1-800-(633-4227)

### Medicare and Private Insurances

- Idaho Department of Health & Welfare – Bureau of Facility Standards  
PO Box 83720  
Boise, ID 83720-0036  
Phone # (208)334-6626  
[fsb@dhw.idaho.gov](mailto:fsb@dhw.idaho.gov)
- Fraud and Abuse  
Health and Human Services – Office of Inspector General Hotline  
1-800-447-8477  
PO Box 23489  
Washington, DC 20026-3489