The Center for Eye Care has adopted the following Patient's Bill of Rights in order to reinforce the establishment of a close doctor-patient relationship based upon mutual respect and understanding. Adherence to these concepts will help to insure that we are providing quality care to all of our patients.

Patient Bill of Rights

As our patient, you have the right to:
1. The most appropriate optometric, ophthalmological and/or other healthcare treatment, regardless of race, color, sex, age, religion, national origin, mental/physical handicap, or ability to pay.
2. A full explanation about the diagnosis, treatment, prognosis, and treatment alternatives and appropriate consultation or referral when indicated.
3. Seek another opinion if desired or refuse treatment; prompt attention in an urgent or emergent care; and continuity of care.
4. Information on financial aid when unable to afford optometric care.
5. Accurate and complete information regarding the extent and nature of services available to you. You have the right to know the risks, opportunities, and obligations associated with the services offered to you.
6. Be advised if the Center for Eye Care proposes to engage in or perform human experimentation affecting your care of treatment. You have the right to refuse to participate in such research projects, and to receive more traditional care, or be referred for such if it is not available.
7. Know when you are participating in any research investigation, and to give prior, full, valid, and informed consent.
8. When the treatment plan includes a spectacle prescription, you will be given the choice of having it filled at the Center for Eye Care or elsewhere. You can have a copy of the spectacle prescription upon your request.
9. Be treated in a warm, friendly, and unhurried manner in an atmosphere of concern and frankness.
10. Know the name of all the people participating in your care.
11. Be treated with dignity and respect, to be addressed by your proper name and without undue familiarity, to be listened to and to receive an appropriate response.
12. Expect that your individuality will be respected. All of these activities must be carried out with an overriding concern for you, our patient, and above all, the recognition of your individuality. Success in achieving this recognition assures success in the defense of your rights as our patient.

**Patient Privacy Notice**

1. As our patient, you have the right to privacy and the right to speak confidentially with students, interns, residents, fellows, physicians, optometrists, and other personnel without being overheard.
2. The patient medical record is the property of the patient and is a legal document maintained for the benefit of the patient and the professional staff. All of the information in the medical record is kept confidential. Your personal information is only disclosed for the purposes of treatment, payment, and/or healthcare operations (otherwise known as TPO). Your information will not be released to third parties without your written authorization and consent. Your record is available to you upon request, except when restricted by law.

**Your Responsibilities**

As our patient, you are responsible for:
1. Providing us, to the best of your knowledge, accurate and complete information about present complaints, past eye care, medications, and other matters relating to your eyes, vision, and health.
2. Communicating your desires and decisions regarding your care.
3. Following the recommended treatment plan, after you have accepted the plan.
4. Following the Center's policies regarding patients.
5. Controlling personal behavior in terms of smoking, manners, and demeanor.
6. Assure that financial obligations to the Center are handled as promptly as possible.

**How to file a Patient Complaint or Grievance**

If you feel that the care you received was not given in a professional, caring, quality manner, the following telephone number may assist you in resolving any issues: Center Manager: (314) 516-5137.
If your question has to do with billing, you may call the following number to resolve any issues: Center for Eye Care Billing Department: (314) 516-6654.
Also, you may voice concerns directly to any Center for Eye Care staff personally or by telephone. The employee is responsible for listening to your concerns and addressing them as soon as possible.

**The Center's Commitment to Personal Excellence**

"We accept a moral obligation to behave in ways that contribute to a positive College environment and resolve to support this behavior in others. This commitment to personal excellence is our promise to the University of Missouri-St. Louis College of Optometry and its community of scholars."

*Honesty* *Respect* *Responsibility* *Compassion* *Self-discipline* *Perseverance* *Giving*