

As an individual receiving health care services from our organization, let it be known and understood that you have the following rights:

- To receive the appropriate or prescribed service in a professional manner without discrimination relative to your age, sex, race, religion, ethnic origin, sexual preference or physical or mental handicap.
- To be promptly informed if the prescribed care or services are not within the scope, mission, or philosophy of Red River Sleep Center, and therefore be provided with transfer assistance to an appropriate care or service organization.
- To be dealt with and treated with friendliness, courtesy and respect by each and every individual representing Red River Sleep Center who provides treatment or services for you, and be free from neglect or abuse be it physical or mental.
- To have your privacy and your property respected at all times.
- To assist in the development and planning of your health care program that is designed to satisfy, as best as possible, your current needs.
- To be provided with adequate information from which you can give your informed consent for the commencement of service, the continuation of service, the transfer of service to another health care provider, or the termination of service.
- To express concerns or grievances or recommend modifications services provided without fear of discrimination or reprisal.
- To request and receive complete and up-to-date information relative to your condition, treatment, alternative treatments, risks of treatment within the physician's legal responsibilities of medical disclosure.
- To receive care and services within the scope of your health care plan, promptly and professionally, while being fully informed as to Red River Sleep Center's policies, procedures, and charges.
- To refuse care, within the boundaries set by law, and receive professional information relative to the ramifications or consequences that will or may result due to such refusal.
- To request and receive data regarding services or costs thereof privately and with confidentiality.
- To request and receive the opportunity to examine or review your medical records.
- To formulate an advance directive such as a Living Will or a Durable Power of Attorney for Health Care.
- To expect that all information received by Red River Sleep Center shall be kept confidential and shall not be released without written consent.
- To be involved, as appropriate, in discussions and resolutions of conflicts and ethical issues related to your care.
- To be informed of any experimental or investigational studies that are involved in your care, and be provided the right to refuse any such activity.
- To the assessment and management of pain and discomfort.
- As a patient of Red River Sleep Center, you can expect that your reports of pain will be believed and our concerned staff will quickly respond to your concerns by contacting and informing the Medical Directors.

PATIENT RESPONSIBILITIES

As a patient of Red River Sleep Center, you have the responsibility to:

- Give accurate and complete health information concerning your past illnesses, hospitalization, medication, allergies, infections, diseases, and other pertinent items.
- Assist in developing and maintaining a safe environment.
- Inform Red River Sleep Center when you will not be able to keep an appointment.
- Request further information concerning anything you do not understand.
- Contact your doctor whenever you notice a change in your condition.
- Contact Red River Sleep Center whenever you have an equipment problem.
- Contact Red River Sleep Center whenever you have received a change in your prescription.
- Give information regarding concerns and problems you have to Red River Sleep Center.
- Ensure that the financial obligation for your equipment is fulfilled as promptly as possible.
- Maintain and repair purchased equipment when equipment is no longer under warranty.
- Follow equipment care procedures as outlined on equipment orientation form.
- Follow the no smoking policy of Red River Sleep Center, without exceptions.