



Fine Fittings[®]

Patient Bill of Rights and Responsibilities

FINE FITTINGS is dedicated to providing the best care possible to our clients. As part of our commitment to your care, we want you to be aware of your rights. Except where medically contraindicated, these rights apply to all adults, children and adolescents treated at Fine Fittings and their parents and/or guardians.

You Have the Right to...

- Considerate and respectful care without regard to race, color, creed, sex, sexual orientation, national origin, disability, diagnosis, religion, age, socio-economic status, or payment method.
- Reasonably expect, from staff members responsible for your care, welfare, complete and current medical information concerning your condition.
- Know by name, and specialty, if any, the staff members responsible for your care.
- Reasonable consideration of your privacy and to be treated with respect and full recognition of your dignity, individuality, and reasonable cultural needs.
- Expect a reasonable response to your requests and receive any information about products and procedures you want or need to make informed decisions about your fitting and care.
- Participate actively in decisions regarding your fitting, including the right to refuse suggestions.
- Expect reasonable safety insofar as the Fine Fittings practices and environment are concerned.
- Be free from all forms of abuse or harassment, neglect or exploitation.
- Confidential treatment of all communications and records pertaining to you.
- Be advised of the reason for the presence of any person other than your primary fitter during your fitting.
- Examine and receive an explanation of your bill, regardless of the source of payment.
- Be free from restraint and seclusion of any form that is not medically necessary or is used as a means of coercion, discipline, convenience, or retaliation by staff.
- Expect reasonable continuity of care which includes schedules of service and at what times staff and services are available.
- Be reasonably informed prior to arrival and during your visit, of medical and/or ancillary services available at Fine Fittings and/or related charges.
- Be afforded the opportunity to participate in planning and implementing your treatment program, to refuse care, treatment or services in accordance with law and regulation, including but not limited to experimental research.
- Access information contained within your medical record, in accordance with Fine Fittings policy.
- Have a family member or representative, and your own physician(s), notified promptly upon your treatment at Fine Fittings.
- Appropriate help to decrease or prevent pain during fitting.
- Be informed when appropriate, about outcomes and pitfalls of wearing prosthetics to early after surgery.
- Have visitors present during your care at Fine Fittings.
- Conduct telephone conversations with family and friends.
- Request other in-house consultation or other review of your service and fitting.
- Have your rights explained to you in a language you understand.
- Have assistance in making informed decisions about your treatment.
- Be able to effectively communicate with the staff of Fine Fittings through the use of translation and interpretation services and the provision of appropriate auxiliary aids, free of charge.

You Have the Responsibility to...

- Be honest about matters that relate to you as a patient.
- Attempt to understand your problems.
- Provide staff with accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters pertaining to your care.
- Report any perceived risks in your care.
- Report any unexpected changes in your condition to those responsible for your care and welfare.
- Follow the care, service or plan developed by your physician.
- Ask questions when you do not understand or have concerns about your plan of care.
- Understand the consequences of the treatment alternatives and not following your plan of care.
- Inform staff of your pain management needs and report changes in your pain management needs.
- Know the staff who are caring for you.
- Be considerate and respectful of the rights of both fellow patients and staff.
- Honor the confidentiality and privacy of other patients/customers.
- Follow rules and regulations concerning patient care and conduct.
- Be considerate of Fine Fittings property.
- Assure that the financial obligations of your healthcare are fulfilled as promptly as possible.
- Notify Fine Fittings management if you feel your rights have been violated.

How to File a Complaint

Any patient or patient's representative that has a concern regarding their visit to a Fine Fittings facility may submit a written request for resolution to Fine Fittings, 18795 N Reems Rd. Ste G-113, Surprise, AZ 85374

Verbal requests may be made to the manager onsite. Customer Comment Cards are also available onsite. You may also email us online at customerservice@finefittings.org. In the event that the concern is not resolved to the satisfaction of the patient or their representative, they may contact the administration.

Fine Fittings – Surprise, AZ (214) 214-3324

Ethics

Any patient or family member who has a concern of an ethical nature, is encouraged to speak with their physician first.