



# Nowak Orthopedic Associates, PLLC

## Patient Bill of Rights & Responsibilities

### **You have the right to:**

- Receive professional service that is courteous and respectful.
- Ask for clarification on your treatment plan and diagnosis.
- A prompt and reasonable response to your questions and requests.
- Refuse any treatment.
- Expect that your medical information and records will be managed per our Privacy Statement.
- Understand and ask questions about your insurance and financial obligations.
- Speak to the billing specialist or practice owner.
- Communicate with Nowak Orthopedic Associates' Compliance officer if needed.

### **We ask that you:**

- Respect others in our clinic both verbally and non-verbally.
- Keep your appointment and to call us if you are unable to keep it (24 hrs prior if possible).
- Report to your provider unexpected changes in your condition or matters related to your health.
- Keep your provider aware of doctor appointments.
- Tell us if any personal or insurance information changes during your course of treatment.
- Respect the privacy of others and maintain confidential items of interest you may learn.
- Assure that financial obligations are fulfilled promptly.

We strive to have a positive patient experience. We continue to seek opportunities to improve. Your input is important to us, so feel free to voice concerns, ask questions, or call anytime. Please contact:

Jessica Nichols, Nowak Orthopedic Associates' Compliance Officer  
55 High Street, Suite 301  
Hampton, NH 03842  
603-967-8033  
jess@nowakortho.com

This policy is subject to change without notice. Updated policies will be posted.

Effective January 2021