

PATIENT RESPONSIBILITY STATEMENT

Newbridge patients are responsible for the following:

- Providing, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his/her health.
- Participating in health care decisions and following the treatment plan outlined by the practitioner responsible for his/her care. This includes following instructions of the physicians, nurses and other health care personnel carrying out the plan of care and enforcing rules and regulations.
- Assuring the financial obligations of their health care are fulfilled as promptly as possible, and in the case of financial difficulty, making all reasonable efforts to meet any agreed upon financial payment plan.
- Results of refusing treatment or non-compliance in following a treatment recommended by a physician.
- Knowing and following Newbridge rules and regulations affecting their care and conduct
- Being considerate of the rights of other patients and Newbridge personnel
- Assisting in the control of noise and not smoking while in the office.
- Being respectful of other persons and office property.
- Making any concerns or complaints they may have known to Newbridge personnel.
- Ensuring they understand all information regarding the implications of their symptoms, surgery or procedure (if applicable), and any risks related to having, or declining, such surgery or procedure.
- Ensuring they understand the expected outcomes of the treatment outlined by their physician; and their responsibilities in regards to their treatment plan.

Patients believing his/her privacy rights have been violated may file a complaint with the Newbridge Privacy Officer, or with the Federal Office of Civil Rights, Department of Health and Human Services. There is no retaliation for filing a complaint with either the Newbridge Privacy Officer or the Office of Civil Rights. Contact the Office of Civil Rights at: Office for Civil Rights, U.S. Department of Health & Human Services, 200 Independence Ave, S.W., Room 509F HHH Bldg., Washington, D.C. 20201, or call 202-619-0403.

Patient Complaints, Concerns and/or Comments

Patients may contact:

1. Debra A. Turner, Newbridge Spine & Pain Center Administrator/Chief Operating Officer

196 Thomas Johnson Drive, Suite 215, Frederick, MD 21702
Phone: 301-668-9988 / Fax: 301-668-9977 / TTY: 1-800-377-4950

2. Maryland Office of Healthcare Quality, Program Manager for Ambulatory Care Programs

Spring Grove Center / Bland Bryant Building, 55 Wade Avenue, Catonsville, Maryland 21228-4663
Phone: 410-402-8040 / Fax: 410-402-8277 / Toll free: 1-800-492-6005

3. Complaints Against Health Care Facilities, Virginia Department of Health (804) 367-2106 or toll free (800) 955-1819 Email: OLC-complaints@vdh.virginia.gov

4. Medicare Beneficiary Ombudsman

The Office of the Medicare Ombudsman's (OMO) core tasks as mandated by Congress are to receive complaints, grievances, and requests for information from people with Medicare; provide help regarding complaints, grievances and requests for information and submit an annual report of OMO activities to Congress and the Secretary of Health & Human Services (HHS.) For more information, please visit www.Medicare.gov/ombudsman/resources.asp.

5. Charles County - Department of Community Services, Aging & Community Centers Division

8190 Port Tobacco Road, Port Tobacco, MD 20677

Phone: 301-934-9305 or 301-870-3388, ext. 5133 / Fax: 301-934-5624 / TTY: 1-800-201-7165

6. **Calvert County** - Calvert County Ombudsman Program, Office on Aging
450 West Dares Beach Road, Prince Frederick, MD 20678
Phone: 410-535-4606 / Fax: 410-535-1903 / TTY: 1-800-201-7165
7. **Frederick County** - Mia Brust, Ombudsman, Frederick County Department of Aging
1440 Taney Avenue, Frederick, MD 21702
Phone: 301-600-2877 / Fax: 301-600-2892 / TTY: 1-800-201-7165
8. **Loudon County** - Kathryn Van Curen, Loudoun County Area Agency on Aging | 2011 Government Center Parkway, Suite 708, Fairfax, VA 22035 Phone: 703-324-5861 / Fax: 703-324-3575

Medicare Fraud

Many physicians, providers, and suppliers are committed to providing high-quality care to their patients and billing Medicare only for the services provided. Most Medicare payment errors are simple billing mistakes, not the result of someone trying to take advantage of the Medicare Program. Fraud occurs if someone intentionally falsifies information or deceives Medicare. A common example of fraud is purposely billing Medicare for services never provided or received. To report suspected fraud or abuse, please contact:

Office of Inspector General (OIG) Fraud Hotline

P.O. Box 23489, Washington, DC 20026-3489

Phone: 1-800-447-8477 / Fax: 1-800-223-8164 / TTY: 1-800-201-7165

Email: HHSTips@oig.hhs.gov

Online: <http://www.medicare.gov/navigation/help-and-support/fraud-and-abuse/fraud-overview.aspx>

Interpreter Services

Hearing-impaired or non-English speaking patients requiring an interpreter are asked to notify Newbridge at least 72 hours in advance of the appointment so appropriate arrangements may be made for their visit.

Medication Assistance Programs

Various drug companies have assistance programs for patients who cannot afford their medications. Patients are encouraged to inquire with the nurse at Newbridge for additional information. Income limits do apply

Frederick, MD (301) 668-9988

Prince Frederick, MD (410) 414-9229

Waldorf, MD (301) 638-4400

Leesburg, VA (703) 443-8000

TTY: MD (800) 201-7165 / **VA** (800) 828-1120

www.NewbridgeSpine.com