

I. Written and/or Verbal Responsibilities of Urology Centers of Alabama, P.C. (UCA)

Urology Centers of Alabama, P.C. (UCA) and its Physicians have the following responsibilities to their patients:

- A. Provide complete information and all treatment options regarding your medical condition
- B. Disclose that UCA owns the ancillary services in our offices (e.g., x-ray, ultrasound, clinical and pathology lab, radiation treatment, and Dispensary services) with the goal to provide state-of-the-art testing and treatment
- C. Ensure our fees are set according to your insurance company and are the same or less than you will pay for comparable services in the area. You have the right to be informed in advance of care being provided, orally or in writing, of the charges, including payment for care expected from third parties and any charges for which you will be responsible.
- D. Provide you with the best treatment possible and for you to understand all your treatment options
- E. Gladly refer you for a second opinion or for alternative ancillary services if requested, or if UCA cannot meet the needs of the patient
- F. Will not interrupt or penalize your care with our physicians if you seek alternative services
- G. Provide support to patients with vision, speech, hearing and/or other impairments to ensure needs are met
- H. Ensure that medication information that identifies you is kept private
- I. Acquire your authorization before any use or disclosure of any psychotherapy notes, personal health information (PHI) for marketing purposes, and/or sales of PHI
- J. Provide you with our Privacy Policy regarding the disclosure of your clinical records
- K. Offer you this notice of our legal duties and privacy practices with respect to medical information about you and follow the terms of the notice that is currently in effect
- L. If a patient cannot read the statement of rights and responsibilities, it is read to the patient, and a copy given to the patient in a language the patient understands.

II. Patient's Rights

Patients of Urology Centers of Alabama, P.C. (UCA) and its services, have the following rights:

- A. Be notified in writing of their rights and responsibilities before care or service is begun or during the initial evaluation visit before the initiation of care
- B. Receive information about care appropriate to the patient's age, understanding, and language
- C. For a minor or patient needing assistance in understanding these right and responsibilities, both the patient and the parent, legal guardian, or other responsible person are fully informed of these rights and responsibilities.
- D. Request information concerning Advance Directives prior to providing care or service
- E. Participate in the development and periodic revision of the plan of care
- F. Refuse care or treatment after the consequences of refusing care or treatment are fully presented
- G. Be informed of patient rights under state law to formulate an Advanced Directive, if applicable
- H. Have one's property and person treated with respect, consideration, and recognition of patient dignity and individuality
- I. Be able to identify visiting personnel members through proper identification
- J. Choose a healthcare provider, including an attending physician

- K. Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property
- L. Voice grievances/complaints regarding treatment or care or lack of respect or property, or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal
- M. Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated
- N. Receive Appointment Setting and Patient Communication Services, such as helping you book appointment with a UCA healthcare provider
- O. Receive appropriate treatment and care without discrimination and in accordance with physician's orders, regardless of race, color, national origin, age, disability, or sex as outlined in UCAs Non-Discrimination & Accessibility Notice
- P. Be informed of any financial benefits when referred to an organization
- Q. Receive administrative information regarding any changes or termination of patient management program
- R. Speak with a supervisor if requested
- S. Be fully informed of one's responsibilities

III. Patient's Responsibilities

Patients of Urology Centers of Alabama, P.C. (UCA) and its services, have the following responsibilities:

- A. Providing as much information on their health and medical history as possible, including medications, vitamins, supplements, and allergies
- B. Asking questions if they do not understand or require more information
- C. Treating UCA staff with courtesy and respect
- D. Actively participating in their care and following instructions for taking medication as directed
- E. Health outcomes if they choose not to follow the plan of care prescribed
- F. Meeting financial obligations
- G. Communicating any side effects of medication to their pharmacist or prescriber as soon as possible
- H. Storing and disposing of medications properly
- I. Submitting any form that is necessary to participate in the program, to the extent required by law
- J. Providing accurate and updated clinical and contact information

IV. Patient's Rights to be Informed and Exercise their Rights

- A. If the patient has been adjudged incompetent under state law by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed to act on the patient's behalf.
- B. If a state court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with state law may exercise the patient's rights to the extent allowed by state law.
- C. UCA protects and promotes the exercise of these rights.

V. Complaint Procedure

- A. Patients have a right to report any concerns, complaints, and grievances they experience with UCA. We value your feedback, and every case will be taken seriously. Complaints and grievances will be addressed promptly upon receipt and UCA Director and CEO will be notified of every case. Cases will be handled during our normal business hours of 8:00 AM to 5:00 PM Monday through Friday.
- B. To submit a concern, complaint, or grievance, you have the following options:
 - 1. Complete a *Patient Concerns and Grievances Form* and mail to
Urology Centers of Alabama, P.C.
3485 Independence Drive
Homewood, AL 35209
 - 2. Call us at (205) 930-0920 or 1(800) 452-1464.
- C. Once the review is completed, you will receive a written or verbal response from a UCA staff member within 14 days. If you do not feel the case has been resolved to your satisfaction, you have the right to contact us and request the case be re-reviewed and escalated. Filing this complaint does not affect your ability to receive treatment.

VI. Compliance & Non-Discrimination

UCA complies with Federal civil rights laws and does not discriminate or exclude on the basis of race, color, national origin, gender, age, disability, or sexual orientation. If you believe that UCA has discriminated on the basis of race, color, national origin, sex, age, disability, or sexual orientation, you can file a grievance by calling (205) 930-0920 or 1(800) 452-1464 or by mail, Urology Centers of Alabama, P.C. 3485 Independence DR. Homewood, AL 35209.