



PATIENT RIGHTS & RESPONSIBILITIES

Effective Date: January 1, 2026

Practice Name: Advanced Wound Care Services LLC

Contact: compliance@awc-services.com

PURPOSE: This policy outlines the rights of all patients receiving care through Advanced Wound Care Services LLC. We are committed to protecting and respecting each patient's dignity, privacy, and autonomy while ensuring access to safe, effective, and compassionate wound care.

POLICY STATEMENT: Every patient under our care is entitled to receive high-quality healthcare services in a respectful and supportive environment. This includes the right to be informed, to participate in care decisions, and to be treated without discrimination.

SECTIONS:

1. Your Rights
2. Your Responsibilities
3. Questions & Contact Information

1. YOUR RIGHTS

Right to **Respect and Nondiscrimination:**

- Patients will be treated with dignity, courtesy, and respect.
- Care will not be denied or limited based on race, color, ethnicity, national origin, religion, sex, gender identity, sexual orientation, disability, age, or ability to pay.

Right to **Privacy and Confidentiality**

- Patients' health information will be kept private in accordance with HIPAA and applicable laws.
- Patients have the right to review their medical records and request corrections as allowed by law.
- Care will be provided in a way that protects personal privacy whenever possible.

Right to **Information and Communication**

- Patients will receive clear, understandable information about their condition, treatment options, risks, and benefits.
- Patients may request information in plain language or an alternative format (written, verbal, translated, etc.).
- Patients have the right to know the names and roles of their healthcare providers.

Right to **Participate in Care Decisions**

- Patients are encouraged to take an active role in their treatment plan.
- Patients may refuse care, treatment, or services to the extent permitted by law, and will be informed of possible outcomes of refusal.
- Patients may designate a representative or caregiver to participate in care planning.

Right to **Safe, Quality Care**

- Patients have the right to competent, evidence-based wound care in a safe setting.
- Patients may ask questions about care and expect timely responses.

- Patients have the right to pain assessment and management.

Right to **Financial Transparency**

- Patients will be informed of financial policies, including expected charges, payment options, and available resources.
- Patients may request an itemized statement of services received.

Right to **Voice Concerns and File Complaints**

- Patients may express concerns, complaints, or grievances without fear of retaliation.
- Complaints will be reviewed promptly, and patients will receive a timely response.
- Patients may contact external regulatory agencies if concerns are not resolved internally.

2. YOUR RESPONSIBILITIES

While this policy focuses on rights, patients are encouraged to:

- Provide accurate and complete health information.
- Follow agreed-upon treatment plans and instructions.
- Communicate openly with providers about concerns, questions, or changes in condition.
- Respect staff, other patients, and clinic property.
- Meet financial obligations for services provided.

QUESTIONS & CONTACT INFORMATION

Practice Name: Advanced Wound Care Services LLC

Contact: compliance@awc-services.com

ACKNOWLEDGMENT

Patients will be provided with a copy of this policy upon beginning care. A signed acknowledgment form will be kept in the patient record to confirm understanding of their rights.

Patient Name (Printed): _____

Signature: _____ Date: _____