

# ADVANCED IMAGING SAN MARCOS

## PATIENTS' RIGHTS STATEMENT

The policy of **Advanced Imaging San Marcos** is to provide optimal diagnostic imaging services to all patients at all times, under all circumstances, and in an equitable and humane manner. This means that no person shall be denied access to accommodations that are available and medically indicated on the basis of race, creed, national origin, or source of payment, for his or her care. In keeping with these principles, you, the patients' parents/guardians, have the following rights:

- To receive information at the time of service about your patient rights and how to resolve complaints concerning the quality of service.
- To responsive customer service that is effective in resolving problems and answering questions.
- To know the name of all physicians participating in your care at this Center.
- To have reports generated to your referring physician in a timely manner.
- To safeguard the right to privacy, within the law, with respect to confidentiality of disclosures. Case discussion, consultations, examination and treatment are confidential and shall be conducted with privacy maintained.
- To obtain a copy of patient's health information from the Center or to examine the record's health care information with a designated office staff member during regular business hours. The Center adheres to the free schedule for copying health care information contained in state statutes.
- To have an opportunity to examine and to receive an explanation of your bill, regardless of payment source.
- To expect that the Center will respond to a request from services in a reasonable manner.
- To know Center rules and regulations as they apply to you as a patient or parent.
- To file a complaint about a physician, as well as other licenses and registrants of the Texas State Board of Medical Examiners, including physicians' assistants and acupuncturists, and may be reported to investigations at the following address.

**Texas State Board of Medical Examiners  
Attention: Investigations  
1812 Centre Creek Drive, Suite 300  
P. O. Box 149134  
Austin, TX 78714-9134**

- For assistance in filing a complaint, call the following telephone number 1-800-201-9353.
- For patients who have not yet reached the age of maturity, these rights apply to the patient's parents or guardians.