

Align Clinic, LLC

Patient's Rights Policy

As an individual receiving orthotic and prosthetic services from Align Clinic, LLC you have the following rights:

1. To select the company and the practitioner who provides your orthotic and/or prosthetic services.
2. To receive the appropriate or prescribed services in a professional manner without discrimination based on your age, sex, race, religion, ethnic origin, sexual orientation, or physical or mental handicap.
3. To be treated in a courteous, respectful and friendly manner by each and every individual representing Align Clinic, LLC.
4. To be free from neglect, abuse or indifference be it physical or mental.
5. To assist in the development, planning, and goal-setting of a health care program designed to satisfy, as fully as possible, your current needs.
6. To be provided with information that will allow you to make informed decisions concerning the commencement of services, the type of device recommended, continuation of services, the expected outcome of services, the transfer of service to another health care provider, or the termination of services.
7. To express concerns, grievances, or to recommend modifications to your practitioner without fear of discrimination or reprisal.

Complaint or comment mechanism is in place to enable the patient to voice concerns about any aspect of their care by our staff.

Contact Person: Grant Wood, Paul Burnette, Anthony New II

Phone Number: (650) 375-2231

Within five (5) calendar days of receipt of a complaint, we will notify you via telephone, email, fax or letter that we have received your complaint/comment and are investigating. Within fourteen (14) calendar days we will provide written notice to you of the results of our investigation and response. We maintain documentation of all complaints received, copies of the investigation, and responses to the patient. If we notice any potential trends in the complaints, we will investigate further and establish a Performance Management study to develop a plan of correction.

8. To request and receive complete and up-to-date information relevant to your condition, treatment, alternative treatments, or risks related to treatment.
9. To receive treatment and services within the scope of your health care plan promptly and professionally, while being fully informed as to Align Clinic's policies, procedures, and charges.
10. To refuse treatment within the boundaries set by law and receive professional information relative to the consequences that may result.
11. To request and receive data regarding treatment, services, and costs privately and confidentially.
12. To be informed about operational issues that might impact your care. This is supported through the provision of information concerning the following:

After Hours Contact Information

Contact Person: Grant Wood

Phone Number: (650) 375-2231

Due to the nature of our business and to effectively respond to patient emergencies that may arise, Align Clinic, LLC uses a telephone recording system which is available after hours. Patients are encouraged to leave a detailed message which we will respond to the next business day. Our outgoing message advises our patients to call 911 in the event of a medical emergency.

Company contact person to discuss fees charged and the patient portion of fees

Contact Person: Anthony New II

Phone Number: (650) 375-2231