

Patient Rights:

As a patient of River Valley Orthopedics you have the right to –

- Be treated with dignity and respect at all times.
- Receive safe, considerate medical care/treatment that is respectful of personal, cultural and spiritual values and beliefs, regardless of race, national origin, religion or physical handicaps.
- Receive appropriate assessment and management of symptoms, including pain.
- Know the participants in your care, including the names and professional status of each member of the health care team who is involved in directing and/or providing your care.
- Be fully informed about a treatment or procedure and the expected outcome before it is performed and to have treatment options communicated in a language you can understand and that allows you to give informed consent, this includes appropriate access to an interpreter.
- Refuse treatment to the extent permitted by law and to be informed of the medical consequences of such action.
- Have your family, guardian or other legally recognized responsible person make medical decisions on your behalf, should you become unable to do so.
- Have an advance directive (Durable Power of Attorney for Health Care and/or Living Will) and to have the intent of your wishes followed to the extent permitted by law.
- Privacy when discussing personal medical information.
- Expect confidential treatment of communication regarding your care, your medical records and your Protected Health Information.
- Review your medical record and to approve or refuse the release of information found in the medical record, except when release is required by law.
- Voice any grievances regarding your care and to have your complaints addressed in a timely and respectful manner.
- Consent or decline participation in research affecting your care.
- Obtain information as to any relationship, business or otherwise, between River Valley Orthopedics and other health care institutions which directly relate to your medical care.
- Examine and receive explanation regarding cost of care and services provided by River Valley Orthopedics and to receive helpful and courteous service from our billing company as it relates to an existing or outstanding bill.

Patient Responsibilities:

As a patient of River Valley Orthopedics you have the responsibility to –

- Provide accurate and complete information about present complaints, past illness, hospitalizations, prior surgeries, medications (including supplements and non-prescription drugs) and other matters related to your health.
- Follow the treatment plan recommended by your provider and/or health care team and inform your provider and/or health care team if you are unable to or feel you are not capable of following the recommended treatment plan.
- Ask questions when you do not understand instructions or information.
- Be considerate and respectful of the rights of other patients and staff.
- Accept personal financial responsibility for any charges not covered by your insurance.

Notice of Ownership

River Valley Orthopedics, PC is owned by the following list of physicians located at 350 Lafayette Ave SE, Grand Rapids MI 49341

Kim Eastman, MD Ben Harper, MD Jack Healey, MD Tim Henne, MD
Kevin Kane, MD Tim Lenters, MD Bryan Pack, MD Geoffrey Sandman, MD

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