

2006 Client's Rights

1. Every client shall have the right to considerate and respectful care.
2. Every client can reasonably expect to obtain, from the staff, complete and current information concerning his/her diagnosis, treatment, and prognosis in terms and language the client can reasonably be expected to understand.
3. Every Client shall have the right to know, by name and specialty, the staff member primarily responsible for the coordination of his/her care.
4. Every client shall have the right to every consideration of his/her privacy and individuality as it relates to his/her social, religious, and psychological well being.
5. Every client shall have the right to respectfulness and privacy as it relates to his/her case discussion, consultation, examination, and treatment because these are confidential and should be conducted discreetly.
6. Every client shall have the right to obtain information as to any relationship of the facility to other health care and related institutions in so far as his/her care is concerned.
7. Every client shall have the right to expect a reasonable continuity of care.
8. Every client shall receive equal consideration and shall not be excluded from participation in, or be denied any benefits of, or otherwise be subjected to discrimination on the grounds of race, sex, color, disability, national origin, chemical dependency, or ability to pay.
9. Every client shall have the right to review if any of the above rights have been violated. Notification of a complaint shall be given to the Director in writing: Dennis Grant, Executive Director, 4710 Old Troy Pike, Dayton, OH 45424, or The Department of Health and/or The Department of Health and Human Services, directly.

Your Civil Rights

In accordance with Title IV, no person in the United States shall on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the applicant receives federal financial assistance from the department.

2006 Financial Policy

The clinical staff is committed to providing you with the best possible health care. In order to achieve these goals, we need your assistance and your understanding of our payment policy. Payment for services at the office are due at the time the actual services are rendered, including all co-payments and deductibles. We accept cash, check, or credit card. To facilitate your reimbursement, we will be happy to help process your insurance claims by filing with your primary and secondary insurance companies. In order to work with your insurance carrier, we must have complete information and a signature on file: thus, your patience in filling out the registration form is greatly appreciated. We accept assignments for all Medicare patients. However, you will be responsible for the deductible and 20% of the Medicare approved amount. Returned checks and balances over 90 days old may be subject to additional collection fees. Charges may also be made for broken appointments and some appointments not cancelled within 24 hours advance notice.

You must realize however;

1. Your insurance is a contract between you, your employer, and the insurance company. We are not a party to the contract. We cannot be expected to know every condition and requirement for your carrier.
2. Our fees are generally considered to fall within the acceptable range by most companies and therefore are covered up to the maximum allowable amount determined by each carrier. This applies to companies using U.C.R. (Usual and Customary Rates) for this region. This does not apply to companies who reimburse based on an arbitrary "schedule" of fees which bear no resemblance to the current standard and cost of care in this area.
3. You and/or your employer pay substantial premiums for your health care coverage. By law, they are required to process claims within 30 days after receipt. Help us and yourself by calling your insurance company when claims are not processed timely. Be sure you receive the service you pay for.

We must emphasize that as health care providers, our relationship is with you, not your insurance company. While the filing of claims is a courtesy that we extend to our patients, all charges remain your responsibility from the date the services are rendered. We encourage you to contact us promptly for assistance in the management of your account.