

Patient Rights & Responsibilities

Instant Orthopedic Care

At Instant Orthopedic Care, we are committed to providing exceptional orthopedic care and durable medical equipment in a safe, respectful, and compassionate environment. Every patient deserves to be treated with dignity, professionalism, and respect.

This document outlines your rights and responsibilities while receiving care and services from our practice.

Your Rights

As our patient, you have the right to:

- Be treated with courtesy, dignity, and respect.
- Receive care in a safe, clean, and professional environment.
- Participate in decisions regarding your care and treatment.
- Receive information about your diagnosis, treatment options, and recommended services in language you can understand.
- Refuse treatment or services to the extent permitted by law and be informed of the potential consequences of your decision.
- Know the identity and professional qualifications of those involved in your care.
- Have your personal and medical information kept confidential in accordance with applicable privacy laws.
- Request access to your medical records as permitted by law.
- Receive information regarding your financial responsibilities before services are provided whenever possible.
- Voice concerns, complaints, or grievances regarding your care without fear of discrimination or retaliation.
- Receive information regarding emergency preparedness and service interruptions.
- Receive care free from discrimination based on race, color, national origin, age, disability, religion, sex, or any other protected status.

Your Responsibilities

To help us provide the best possible care, patients are responsible for:

- Providing complete and accurate medical and insurance information.

- Informing us of any changes to your health, medications, or insurance coverage.
- Following the treatment plan and instructions provided by your healthcare team.
- Asking questions if you do not understand your diagnosis, treatment plan, or equipment instructions.
- Using prescribed braces, splints, walking boots, crutches, or other medical equipment according to the instructions provided.
- Keeping scheduled appointments or notifying our office if you are unable to attend.
- Treating providers, staff, and other patients with courtesy and respect.
- Meeting financial obligations for services received.

Complaints & Grievances

We value your feedback and strive to provide excellent patient care.

If you have questions, concerns, or complaints regarding your care or services, we encourage you to contact our office. We are committed to reviewing concerns promptly, investigating when appropriate, and responding in a timely and respectful manner.

Patients may submit concerns in person, by telephone, by email, or in writing. Additional information regarding our Complaint & Grievance Process is available in the Patient Resources section of our website or by contacting our office.

Questions?

If you have questions regarding your rights or responsibilities, please contact us.

Instant Orthopedic Care

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Durable medical equipment (DME) furnished through Instant Orthopedic Care is supplied by Instant Ortho Supply, LLC, an affiliated organization committed to meeting all applicable CMS and ACHC quality standards.