



NEURO RESOURCE GROUP

Patient Bill of Rights

As a patient you have the right to:

1. Receive accurate and easily understood information about your health plan, health care professionals and products you are purchasing. If you have a physical or mental disability, or just don't understand something, help should be given so you can make informed health care decisions.
2. You have the right to choose health care providers who can give you high quality care and to refuse medical treatment even if it is recommended by your physician.
3. You have a right to be treated with courtesy, respect and friendliness by every individual representing NRG who provides services to you. To be free from mental, physical, sexual and verbal abuse, neglect or exploitation.
4. You have a right to know your treatment options and take part in decisions about your care and products you are to use. Parents, guardians, family members, or others that you choose can speak for you if you wish or if you cannot make your own decisions.
5. You have the right to talk privately with health care providers and to have your health care information protected. You also have the right to read and copy your own medical record. You have the right to ask that your doctor change your record if it is not correct, relevant, or complete.
6. You have the right to have you confidentiality, privacy, safety, security and property respected at all times. Confidential information will not be released without your consent.
7. You have a right to a fair, fast and objective review of any complaint you have against your health plan, doctors, or other health care personnel. This includes complaints about waiting times, operating hours, and actions of health care personnel.
8. In a health care system that protects consumer and patients' rights, patients should expect to take on certain responsibilities to get and/or stay well. Patients are expected to follow the rules and benefits of their health plan coverage, stay involved in their care to increase the chance of the best possible outcome, treat health care workers with respect and pay their medical bills.

You may contact Neuro Resource Group between 8:00am and 5:00pm Monday through Friday.

Phone 972-665-1810

877-314-6500

Fax 972-665-1814

After hours calls will be picked up the next morning and your call will be returned as soon as possible. You may e-mail the NRG Reimbursement Specialist at info@nrg-unlimited.com.