

## **PATIENT RIGHTS**

TRUE AESTHETICS CENTER, LLC is committed to providing comprehensive health care in a manner, which acknowledges the uniqueness and dignity of each patient. We encourage patients and families to have clear knowledge of, and to participate in, matters and decisions relating to their medical care.

*Each patient receiving services in this facility shall have the following rights:*

1. To be informed of these rights, as evidenced by the patient's written acknowledgment, or by documentation by staff in the medical record, that the patient was offered a written copy of these rights and given a written or verbal explanation of these rights, in terms the patient could understand. The facility shall have a means to notify patients of any rules and regulations it has adopted governing patient conduct in the facility;
2. To be informed of services available in the facility, of the names and professional status of the personnel providing and/or responsible for the patient's care, and of fees and related charges, including the payment, fee, deposit, and refund policy of the facility and any charges for services not covered by sources of third-party payment or not covered by the facility's basic rate; to be provided with information to assist in changing specialty physicians if other qualified physicians are available;
3. To be informed if the facility has authorized other health care and educational institutions to participate in the patient's treatment. The patient also shall have a right to know the identity and function of these institutions, and to refuse to allow their participation in the patient's treatment;
4. To receive from the patient's physician(s) or clinical practitioner(s), in terms that the patient understands, an explanation of his or her complete medical/health condition or diagnosis, recommended treatment, treatment options, including the option of no treatment, risk(s) of treatment, and expected result(s).
5. To participate in the planning of the patient's care and treatment, and to refuse medication and treatment. Such refusal shall be documented in the patient's medical record; patients are fully empowered to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
6. To have interpretation services available. When need arises, reasonable attempts by the healthcare professional and staff will be made to communicate in a language or manner that is understandable by the patient.
7. To be included in experimental research only when the patient gives informed, written consent to such participation, or when a guardian gives such consent for an incompetent patient in accordance with law, rule and regulation. The patient may refuse to participate in experimental research, including the investigation of new drugs and medical devices;

8. To voice grievances or recommend changes in policies and services to facility personnel, the governing authority, and/or outside representatives of the patient's choice either individually or as a group, and free from restraint, interference, coercion, discrimination, or reprisal. Grievances may include fraud and abuse, self-referral, and anti-trust. All complaints, feedback, and grievances will be responded within and appropriate times according to current regulations. Such grievances can be communicated to the staff verbally, electronically or via paper documents. Complaints or grievances should be directed to the office of TrueMD; if not settled adequately; you have the option of contacting the Texas Medical Board at (512) 305-7030; <http://www.tmb.state.tx.us/>
9. To be free from mental and physical abuse, free from exploitation, and free from use of restraints unless they are authorized by a physician for a limited period of time to protect the patient or others from injury. Drugs and other medications shall not be used for discipline of patients or for convenience of facility personnel;
10. To have all disclosures and records treated confidentially. To be given the opportunity to approve or refuse their release, except when release is required by law;
11. To be treated with respect, courtesy, consideration, dignity individuality, and right to privacy, including, but not limited to, auditory and visual privacy. The patient's privacy shall also be respected when facility personnel are discussing the patient;
12. To confidential treatment of information about the patient. Information in the patient's medical record shall not be released to anyone outside the facility without the patient's written approval, unless another health care facility to which the patient was transferred requires the information, or unless the release of the information is required and permitted by law, a third-party payment contract, or a peer review. The facility may release data about the patient for studies containing aggregated statistics when the patient's identity is masked;
13. To not be required to perform work for the facility unless the work is part of the patient's treatment and is performed voluntarily by the patient. Such work shall be in accordance local, State, and Federal laws and rules;
14. To exercise civil and religious liberties, including the right to independent personal decisions. No religious beliefs or practices, or any attendance at religious services, shall be imposed upon any patient; and
15. To not be discriminated against because of age, race, religion, sex, nationality, or ability to pay, or deprived of any constitutional, civil, and/or legal rights solely because of receiving services from the facility.
16. To be provided with the complete information concerning their diagnosis, evaluation, treatment and prognosis.
17. To be given such information to a person designated by the patient or to a legally authorized person when medically necessary.

18. To be given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
19. To be informed the following: after-hours and emergency care available, services provided, fees for services, payment policies, the credentials of the health care professionals within the office, and the right to change their provider if other qualified providers are available.
20. To have an advanced directive as required by prevailing laws and regulations. (see website: [http://www.dads.state.tx.us/news\\_info/publications/handbooks/advancedirectives.html](http://www.dads.state.tx.us/news_info/publications/handbooks/advancedirectives.html))
21. To be provided with marketing or advertising information that is true and not misleading to the patient, regarding the competence and capabilities of the facility.
22. To be provided with information and explanation regarding the Medical Home approach to care when applicable.
23. To be given assessments of patient's health risk, which will be discussed with patient to educate and inform patient of the risks, benefits and alternatives to treatments with respect to their individual situation.
24. To be given the opportunity to approve or refuse release of records, except when release is permitted or required by law.
25. To request for refund of overpayment of services 30 days after such payment is received from the insurance company.

True Aesthetics Center's Bill of rights is in compliance with state and federal guidelines regarding these: <http://www.ncdhhs.gov/aging/manual/ombud/nhsect2.pdf>



## RESPONSIBILITIES OF PATIENTS

*Each patient receiving services in this facility shall have the following responsibilities:*

1. It is the Patient's responsibility to read all permits and/or consents that he/she signs. If the patient does not understand, it is the patient's responsibility to ask the physician for clarification
2. It is the Patient's responsibility to answer all medical questions truthfully to the best of his/her knowledge.
3. It is the Patient's responsibility to read carefully and follow the preoperative instructions that his/her physician has given.
4. It is the Patient's responsibility to notify the organization if he/she has not followed the preoperative instructions.
5. It is the Patient's responsibility to provide transportation as directed to and from the organization appropriate to the medications and/or anesthetics that he/she will be receiving.
6. It is the Patient's responsibility to read carefully and to follow the postoperative instructions that he/she receives. This includes postoperative appointments.
7. It is the Patient's responsibility to contact his/her physician if he/she has any complications.
8. It is the Patient's responsibility to assure that all payments for services rendered are on a timely basis and, that ultimately responsibility for all charges is his/hers, regardless of whatever insurance coverage he/she may have.
9. It is the Patient's responsibility to notify the Medical Director if he/she feels that any of his/her Patient's Rights have been violated or if he/she has a significant complaint or a suggestion to improve services or the quality of care. This can be done by filling out our patient satisfaction questionnaire, by direct contact or by telephone/fax/email.
10. It is the Patient's responsibility to follow the treatment plan prescribed
11. It is the Patient's responsibility to provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours if required.
12. It is the Patient's responsibility to inform his/her provider about any living will, medical power of attorney, or other directive that could affect his/her care.
13. It is the Patient's responsibility to accept personal financial responsibility for any charges not covered by his/her insurance.
14. It is the Patient's responsibility to be respectful of all the healthcare providers and staff, as well as other patients.
15. It is the Patient's responsibility to notify the office if they are unable to keep their scheduled appointment. It is the policy of the office that patient will be notified after 3 missed appointments. If they continue to miss appointment without notifying the office, they may be charged a failure to keep appointment fee and could be dismissed from the practice.

### **Notice**

*Complaints may be lodged at the following office:*

TRUE AESTHETICS CENTER, LLC

5203 Heritage Ave., Colleyville, Texas 76034, 817-399-8783, email: [tams@truemd.com](mailto:tams@truemd.com)

Texas Medical Board at (512) 305-7030; <http://www.tmb.state.tx.us/>

## INFORMATION ABOUT TRUEMD

TrueMD is here to assist you with your health needs and your aesthetic needs. Our goal is to enhance your natural beauty, both on the inside and the outside.

Services we provide include:

1. Cosmetic and aesthetic services:
  - a. Facial enhancements
    - Forehead lift
    - Blepharoplasties- upper and lower; Otoplasties
    - Facelift; both upper, mid and lower, including neck; platysmaplasties
    - Aesthetic services
      1. Noninvasive, including Botox, facial fillers, PRP lift, photofacials and micropen treatments
      2. Minimally invasive treatments, including CO2 resurfacing, chemical peels, liposuction of the neck, fat transfer of the face, and the Y-Lift.
      3. Hair rejuvenation using lasers and PRP
      4. Beauty and cosmetic home therapies
  - b. Breast enhancements
    - Breast augmentation with implants
    - Breast lifts and reductions
    - Natural Breast Augmentation; i.e. fat transfer to the breasts for enhancement
  - c. Body enhancements
    - Liposuction
    - Tummy tucks (Abdominoplasties)
    - Buttock enhancements, including fat transfer to the buttocks, implants, and lifts
    - Thigh, leg and body lifts
  - d. Feminine enhancements
    - Labiaplasty, vulvoplasty, fat transfer to vulva, perineoplasty, clitoral hood reduction, prepuce reduction
    - Vaginal rejuvenation (vaginoplasty), both surgical and non-invasive (ThermiVa & V-Lase)
2. Gynecologic services
  - a. Preventive services, including annual exams and pap smears
  - b. In office services, including ultrasounds, blood work, urine tests, and pelvic evaluations
  - c. Surgical, including hysterectomies, laparoscopies, stress urinary corrections
3. Anti-Aging services
  - a. Weight loss programs
  - b. Hormone therapy programs, including Hormone Pellet Therapy
  - c. Evaluations of general health
  - d. Recommendations for diet, exercise, supplements, and other actions to help you live longer and better.

For more information on all these services, just ask us or go to our website TrueMD.com.

#### Hours of operation:

Monday through Thursday, 8 AM to 5 PM

Friday, 8 AM to 12 Noon

#### After hours services:

If you have a true emergency, dial 911 or go to your nearest emergency room.

If a non-emergency, leave a message on our after-hours recorder and we will contact you the next business day.

If you are a post-op patient, you will receive Dr. True's cell phone and may contact him directly for emergency problems.

#### Fees for services:

All cosmetic surgery or aesthetic procedures' fees for each procedure are variable depending on the extent of the problem. None are covered under medical insurance. Fees can be discussed after evaluation by a TrueMD physician to know exactly what needs to be performed.

All fees for weight loss programs and hormone pellet therapy, since these are not covered by insurance payment will be required prior to all treatments performed. These may vary depending on many factors in order to know the best therapy for the patient.

All fees for gynecologic services depend on the types of services needed. In addition, if you have insurance, we can file these for you and we would have to know what the insurance pays before assessing your payment. We are participating providers in many insurance plans. We do not participate in Exchange plans, HMOs, Medicare or Medicaid.

#### Payment policies

It is the policy of the office that the patient is responsible for payment of all services incurred prior to the procedure performed. For gynecologic services, if insurance does not cover the charges for the treatments, labs, or other services, the patient will be responsible for payment in full for these services.

#### Credentials of TrueMD

1. The facility is accredited by AAAHC (Accreditation Association for Ambulatory Health Care), which means we comply with the general rules and standards set out by this organization, making us equivalent to other accreditation facilities who have complied with these standards.
2. Dr. Robert L. True is Board Certified by the American Board of Cosmetic Surgery, specializing in Breast, Body and Extremities. He is Board Certified by the American Board of OB and GYN. He is also an expert in Anti-Aging Medicine, and these credentials are listed on the A4M.org website. He has been providing healthcare and surgeries for over 30 years.
3. Dr. Pablo Rivera is Board Certified by the American Board of Cosmetic Surgery, specializing in both facial and breast/body cosmetic procedures. He is also Board Certified by the American Board of OB and GYN. Dr. Rivera has been providing healthcare and surgeries for over 10 years.