

Patient Rights and Responsibilities

Koch Eye Associates is dedicated to providing excellent care to every patient — respectfully, compassionately, and without exception.

We serve all individuals regardless of race, color, religion, national origin, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, socioeconomic background, political beliefs, or place of residence. Everyone who comes to Lavenburg Medical Group deserves a safe, caring, and inclusive environment — and we're committed to making that a reality every day.

Need to Talk to Us?

If you have questions, concerns, or feedback, please reach out to our Patient Relations team at (401) 738-4800. We're here to listen and help.

Your Rights as a Patient.

You have the right to quality, respectful care. The following is a summary of your rights. For the full legal text for Rhode Island please view it online at <https://bhddh.ri.gov/node/2236>.

Koch Eye Associates patient, you have the right:

- To choose your healthcare provider (except in emergencies or when limited by contract availability).
- To receive clear and complete bills for your care — including lab work, medications, and insurance credits.
- To understand your health status and take part in decisions about your treatment and care plan.
- To accept or refuse care, and to be informed of the medical consequences of those choices.
- To create and share advanced directives and have them respected.
- To have a family member or your doctor notified when you're admitted.
- To receive care in a private, safe setting, free from abuse, harassment, or unnecessary restraints.
- To be treated with dignity, respect, and cultural sensitivity, including spiritual or psychosocial needs.

- To pain assessment and appropriate management.
- To access interpreter services or communication support if you need them.

Your Responsibilities as a Patient


As a partner in your care, we ask that you:


- Treat other patients and our team members with courtesy and respect.
- Follow our guidelines for patient conduct available on www.kocheye.com
- Provide accurate health information and share updates with your care team.
- Ask questions if anything about your care is unclear.
- Follow your care plan or communicate if you choose not to.
- Discuss options for pain relief and report discomfort promptly.
- Make arrangements for timely payment of your bill.


If You Have a Concern or Complaint

Your voice matters. If you have any concerns, please let us know — we want to help resolve it. You may file a complaint in person or in writing with our Compliance Department at compliancehotline@centuryvisionglobal.com.

You may also contact:

RI Department of Health
3 Capitol Hill
Providence, RI 02908
 401-222-5960

Rhode Island Attorney General
 401-274-4400 ext. 1896 or online at www.riag.ri.org

Joint Commission on Accreditation of Healthcare Organizations
Office of Quality Monitoring, One Renaissance Blvd, Oakbrook Terrace, IL 60181
 800-994-6610