PATIENT RIGHTS AND RESPONSIBILITIES

Effective Date: February 16, 2026

Our commitment to you. We are committed to providing respectful, high-quality care and to protecting your privacy and your rights. This notice describes your rights as a patient and the responsibilities that help us care for you safely. **Please review it carefully and ask us any questions**.

Your Rights as a Patient

You have the right to:

- Receive respectful, considerate care that preserves your dignity, and to be free from unlawful discrimination based on race, color, national origin, age, disability, or sex.
- Receive information in a way you can understand, and to request free language assistance services or reasonable accommodations for a disability.
- Receive information about your diagnosis, treatment options, risks, benefits, and alternatives so you can make informed decisions about your care.
- Participate in decisions about your care, and to accept or refuse treatment to the extent permitted by law.
- Have your health information kept private and protected under federal law (HIPAA) and the California Confidentiality of Medical Information Act (CMIA), and to receive a Notice of Privacy Practices.
- Inspect and obtain a copy of your medical records, and to request corrections, as permitted by law. Under California law, we allow inspection within 5 business days and provide copies within 15 days of your written request (reasonable costs may apply).
- Request confidential communications and to ask us to restrict certain uses or disclosures of your information, as permitted by law.
- Know the identity and professional role of the people involved in your care.
- Have your pain and symptoms appropriately assessed and addressed.
- Receive information about fees and financial policies, and — if you are uninsured or choose not to use insurance — to receive a Good Faith Estimate of expected charges under the federal No Surprises Act.
- Voice concerns, make suggestions, or file a complaint about your care or your privacy without fear of retaliation or any effect on your care.

If you have a concern or complaint
We encourage you to speak with us first so we can help. You may contact:
Privacy Officer: 615.880.8479 / ooprivacyteam@oneoncology.com

You may also contact external agencies, including:
- Medical Board of California (800) 633-2322 — mbc.ca.gov
- U.S. Dept. of Health & Human Services, Office for Civil Rights — 1-877-696-6775 hhs.gov/hipaa/filing-a-complaint

We will not retaliate against you for filing a complaint.

Your Responsibilities as a Patient

To help us provide safe, effective care, we ask that you:

- Provide complete and accurate information about your health, medications, insurance, and contact details, and let us know when this information changes.
- Ask questions whenever instructions or information are unclear.
- Take part in decisions about your care and tell us about any concerns with your recommended treatment.
- Keep your appointments or notify us in advance when you are unable to attend.
- Treat providers, staff, and other patients with courtesy and respect.
- Follow the practice policies that support a safe environment and quality care.
- Meet your financial responsibilities and promptly report changes to your insurance coverage.
- Provide a copy of your advance directive if you wish it to be included in your medical record.
- Safeguard your personal belongings while at the practice.

Additional Information

This document supplements, and does not replace, the rights provided to you under federal and California law. It should be used together with our Notice of Privacy Practices, Notice of Nondiscrimination, Notice of Availability of language assistance services, and any other required patient notices.

Contact Information

If you have questions about this notice or wish to exercise your rights, please contact us:

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Glendale, CA 91204
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Email: compliance@oncurahealth.com