



Patient Rights and Responsibilities

Our practice is committed to providing quality health care. It is our pledge to provide this care with respect and dignity. In keeping with this pledge and commitment, we present the following Patient Rights and Responsibilities:

You have the right to:

- Competent, considerate, and respectful health care, regardless of race, creed, age, sex or sexual orientation.
- Be free from mental, physical, and sexual abuse.
- An easily understandable explanation of your condition, treatment options and chances for recovery.
- An individualized treatment plan.
- The information necessary to make an informed decision about any treatment or procedure, except as limited in an emergency.
- Information about the medical consequences of exercising your right to refuse treatment.
- A second medical opinion from the clinician of your choice, at your expense.
- Confidential management of communication and records pertaining to your medical care.
- Personal review of your own medical record in accordance with applicable State and Federal guidelines.
- An explanation of your medical bill regardless of your insurance and the opportunity to personally examine your bill.
- Refuse to participate as a subject in research.

You are responsible for:

- Knowing your health care clinician's name and title.
- Giving your clinician correct and complete health history information.
- Reporting to your clinician any changes in your condition or reactions to medications or treatment.
- Providing staff with correct and complete demographic information and emergency contact information so we can reach you in the event of a schedule change or with medical instructions.
- Providing staff with current and complete insurance information each time you see your clinician.
- Signing a "Release of information" form when asked so your clinician can obtain pertinent medical records from other clinicians involved in your care.
- Asking your clinician questions when you do not understand your illness, treatment plan or medication instructions.
- Following your clinician's advice. If you refuse treatment or refuse to follow instructions given by your clinician, you are responsible for any medical consequences.
- Keeping your appointments. Failure to notify the office in timely fashion may result in "no show" fee and discharge from practice.
- Paying copayments, deductibles and/or service fees at the time of visit and other bills upon receipt.
- Following the office rules about patient conduct, i.e., no smoking policy etc.
- Respecting the rights and property of our staff and other people in the office.