

PATIENT BILL OF RIGHTS

As a patient, you have certain rights, and understanding your rights will help you to get the best possible care. We will make every effort:

1. To treat you with consideration and respect in a safe setting free from all forms of abuse or harassment. Your privacy will be protected.
2. To keep all communications and records about your care confidential. In general, you have the right to see all the information in your health records.
3. To provide clearly written and spoken information in words you can understand.
4. To provide all the information you need to make an informed decision about your care, including information about your options, risks and benefits, possible outcomes, possible side effects, who is providing your care and costs.
5. To respect your decision to refuse care. To allow you to leave our medical office even if your physician advises against it.
6. To inform your Primary Care Physician of any health-care requirements.
7. To give you the opportunity to examine and receive an explanation of your bill regardless of source of payment.
8. To allow you to express a concern or complaint and receive a prompt response. You also have the right to file a formal grievance if you are not satisfied with the resolution of your complaint.

PATIENT RESPONSIBILITIES

Patients and visitors have responsibilities, and we ask that you make every effort to:

1. Follow all office rules.
2. Consider the rights of others and treat them with respect.
3. Ask us for clear explanations and make informed decisions about your care and treatment.
4. Relate full information about your health, medical history and insurance.
5. Follow the recommended treatment plan and keep your follow-up appointments or notify us 24 hours in advance when unable to do so.
6. Know what medications you are taking, why you are taking them and the proper way to take them according to your doctor's orders.
7. Alert your health-care provider if you have concerns or feel your rights have not been properly respected.
8. Pay bills promptly and contact us if you have any questions or financial problems.