PATIENT RIGHTS AND RESPONSIBILITIES POLICY

The provider and office staff acknowledges and adheres to the following Patient Rights and Responsibilities as related to the patient's care:

PATIENT RIGHTS

☐ Patients have the right to quality services, appropriate to their care needs which are delivered in a timely manner.
☐ Patients have a right to appropriate Medically Necessary medical care.
☐ Patients have the right to reasonable access to medical care.
☐ Patients have the right to confidentiality in regard to medical and social history, individual medical records and medical information.
☐ Patients have the right to be treated with dignity, respect and consideration.
☐ Patients have the right to be informed about personal health as it concerns medical conditions, diagnostic tests and treatment plans.
☐ Patients have the right to change physicians/providers.
☐ Patients have the right to a second opinion.
☐ Patients have the right to involvement in decision-making concerning treatment.
☐ Patients have the right to refuse participation in research. Human experimentation affecting care or treatment shall be performed only with a patient's informed consent.
☐ Patients have the right to auditory and visual privacy during a visit.
☐ Patients have the right to approve or refuse the release of information except when the release is required by law.
☐ Patients have the right to refuse treatment or therapy. Such persons will be made aware of the consequences of their decision and it will be documented in their medical record.
☐ Patients have the right to create Advance Directives, which let providers, and others know the person's wishes concerning medical treatment.
☐ Patients have the right to assert complaints and grievances about the providers and the health care provided.
☐ Patients have the right to be informed about the role of medical students/supervised practitioners and the right to refuse such care.

PATIENT RESPONSIBILITIES

☐ To become informed about their insurance plan including benefits available.
☐ To become knowledgeable of the system to access medical care.
☐ To keep all scheduled appointments and to notify the provider when unable to keep scheduled appointment.
☐ To be on time for all scheduled appointments.
☐ To follow all medically appropriate physicians' orders and prescriptions.
☐ To treat all personnel with courtesy and respect.
☐ To provide complete health status information for accurate diagnosis and appropriate treatment.
☐ To always call your PCP before receiving urgent care and, when possible, emergency care.
☐ To notify your PCP when you receive emergency care within twenty-four (24) hours, or as soon as possible.