

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.