

Patient Rights and Responsibilities

As a patient, you are entitled to receive excellent medical care with courteous and professional service in a caring and comfortable environment. To that end, your physician and health care providers are committed to providing you the following right:

- Information disclosure, which is accurate and easily understood so you can make an informed medical decision.
- Participation in treatment decisions after being provided the treatment options so you can make informed choices. The patient can designate parents, guardians, family members, caretakers or other parties to be their representative if the patient cannot make their own decisions.
- Respectful and non-discriminatory care from your doctors and health care provider staff.
- Confidentiality of your health information to maintain your privacy. You will be provided a copy of the practice Notice of Privacy Practices, which describes how your physician and health care provider staff uses your medical information and your rights related to this information.
- Explanation of your bill(s) for services rendered by your provider.
- Timely complaint resolution. You may be asked to write the details of your complaint to enable the practice to follow up appropriately.

In order for the practice physician and health care provider staff to provide you safe and effective medical care, we ask that you accept the following patient responsibilities:

- Provide accurate, complete and timely information related to your physical and medical condition to your physician and health care provider staff.
- Communicate any changes in your condition to your physician or health care provider staff in a timely manner.
- Cooperate and follow your physician's orders. Ask questions if you do not understand.
- Notify the medical provider as soon as possible if you are not able to keep your appointment.
- Be respectful and courteous to your physician, health care provider staff and other patients.
- Pay for your medical services in a timely manner.