



PATIENT'S BILL OF RIGHTS AND RESPONSIBILITIES

PATIENT'S RIGHTS

- Patients have the right to considerate and respectful care from all healthcare providers.
- Patients have the right to impartial access to care regardless of race, gender, age, religion, national origin, cultural, socioeconomic, or educational background, physical handicap, or ability to pay.
- Patients with limited English proficiency have the right to language assistance services, free of charge. Patients with physical or mental disability have the right to services that will enable them to make informed decisions.
- Patients have the right to emergency care without discrimination due to economic status or payment source.
- Patients have the right to know the identity of the physician who has primary responsibility for coordinating his/her care and identity and professional relationships of other physicians and healthcare providers who will be providing services.
- Patients have the right to receive as much information as necessary to make informed decisions regarding their treatment, including information pertaining to the diagnosis, treatment, risks and benefits of treatment, prognosis, plan for follow-up care, unanticipated outcomes of care, reasonable alternatives to proposed care, and consequences of non-treatment. The information relayed to the patient should be accurate, relevant, timely, and easily understandable.
- Patients have the right to discuss and request additional information relating to specific procedures and/or treatments, including their associated risks and benefits, and alternative procedures and treatments.
- Patients have the right to accept or refuse treatment, except as otherwise provided by law, and to be informed of the medical consequences of refusing treatment.
- Patients have the right to personal privacy and confidentiality of all records and communications regarding their medical care to the extent of the law. Consultations, case presentations, examinations and treatment are confidential.
- Patients have the right to inspect their medical record and obtain a copy of the medical record for a reasonable fee; have information explained or interpreted as necessary; request amendment to the medical record if it is not correct, relevant or complete; and receive an accounting of any and all disclosures of their protected health information.
- Patients have the right to request information on the existence of business relationships between the healthcare provider and healthcare facilities, educational institutions, or payers that may influence treatment.
- Patients have the right to know if their medical treatment is the subject of experimental research and the right to consent or refuse participation in such research projects.

- Prior to treatment, patients have the right to receive a reasonable estimate of charges for the proposed treatment. After treatment, patients have the right to receive a reasonably clear and understandable itemized bill and, upon request, to have charges and any financial assistance offered by the facility explained.
- Patients have the right to receive care in a safe setting, free of all forms of abuse or harassment; patients have the right to expect respect for his or her personal property.
- Patients have the right to file a grievance regarding violation of their rights or any concerns regarding the quality of care received. To file a complaint, the patient must submit the Complaint Form in writing to the Office Manager. Within 14 days of submission of the form, the patient will receive written notice of the steps taken on his or her behalf to investigate the grievance, the results of the investigation, and actions taken to resolve the complaint.

PATIENT'S RESPONSIBILITIES

- Patients are responsible for providing, to the best of his or her knowledge, accurate and complete information concerning their medical history, past illnesses, hospitalizations, medications, and other matters relating to their health.
- Patients are responsible for reporting unexpected changes in their condition to the healthcare provider.
- Patients are responsible for reporting whether or not they comprehend the contemplated course of action and what is expected of them.
- Patients are responsible for following the recommended plan of treatment, including following the instruction of other healthcare professionals who carry out the physician's orders.
- Patients are responsible for keeping their appointments and, when they are unable to do so for any reason, for notifying the medical office.
- Patients are responsible for their actions if treatment is refused or if the healthcare provider's directives are not followed.
- Patients are responsible for assuring that financial obligations for medical services rendered are fulfilled.
- Patients are responsible for adhering to the office rules and regulations pertaining to patient conduct, being considerate of the rights of other patients and office personnel, and respectful of the personal property of other patients and staff and the property of the office facility itself.