

Patient's Rights and Responsibilities

Patient's Bill of Rights

A Patient and/or their legal representative has the right to:

- Receive informed consent regarding procedures, risks and alternatives, and receive answers to questions with respect to treatment.
- Refuse treatment and accept the potential consequences of that choice after thorough explanation
- Expect reasonable safety insofar as the health care environment is concerned
- Be interviewed and examined in surroundings that permit reasonable visual and auditory privacy
- Have another person present during examination and/or treatment
- Expect that all communications and records pertaining to their care should be treated as confidential
- Receive complete, current information concerning diagnosis, treatment, and prognosis in terms reasonably understood
- Know the identity and professional status of the individual provider service to them and know who has the primary responsibility for coordination their care
- Expect reasonable continuity of care
- Receive and examine an explanation of charges for services rendered
- Receive considerate and respectful care
- Expect not to be denied treatment on the basis of age, ancestry, disability, race, color, citizenship, national origin, creed, political or religious affiliation, sex, marital status, sexual orientation, gender identity or expression, military status, or other groups protected by law.

Patient's Responsibilities

A patient and/or their legal representative has the responsibility to:

- Be honest and forthright with the doctor and office staff and to provide accurate and complete information about present complaints, past illnesses, accidents, hospitalizations, medications, and any other information related to their health
- Report to the doctor in a timely manner any new incident, trauma, or changes in their health condition*
- Acknowledge and consider instructions provided by the doctor and/or office staff*
- Request clarification about any aspect of their care not fully comprehended*
- Keep scheduled appointments or give adequate notice of delay or cancellation*
- Treat doctors and office staff with respect and courtesy

*Considering the above items, lack of cooperation may cause endangerment to the patient's health and/or impaired results of care. It is permissible for the doctor to discontinue treatment of a patient when the patient fails to cooperate in an agreed upon plan of management.

If you have a complaint about your care

We encourage you to notify the clinic manager immediately. Communicating your concerns can help resolve issues quickly and effectively.

If the issue is not satisfactorily resolved and you wish to file a formal grievance, you may do so by contacting your health plan.