



PATIENT RIGHTS & RESPONSIBILITIES

Effective Date: 1 January 2026

Last Revised: 17 August 2026

At Beacon Health, we are committed to providing respectful, safe, confidential, and high-quality medical care. A successful healthcare relationship depends on mutual respect, clear communication, and cooperation between patients and the healthcare team.

PATIENT RIGHTS

As a patient of Beacon Health, you have the right to:

1. Respectful Care

Receive considerate, respectful, and professional care without discrimination based on race, nationality, sex, age, religion, disability, socioeconomic status, or other protected status.

2. Privacy and Confidentiality

Have your personal and medical information kept private and confidential, except when disclosure is authorized by you or required or permitted by law.

3. Information About Your Care

Receive understandable information about your health, diagnosis, recommended tests, treatment options, medications, expected benefits, significant risks, and reasonable alternatives.

4. Participate in Decisions

Participate in decisions regarding your healthcare and ask questions about your diagnosis, treatment, medications, tests, referrals, or care plan.

5. Informed Consent

Receive appropriate information before consenting to examinations, procedures, treatments, or other medical services when informed consent is required.

6. Refuse Treatment

Refuse a recommended treatment, test, procedure, medication, or referral after being informed of the potential risks and consequences of doing so.

7. Know Your Healthcare Provider

Know the name and professional role of the physician or other healthcare personnel involved in your care.

8. Access to Medical Records

Request access to or copies of your medical records in accordance with applicable laws, practice policies, and reasonable administrative procedures.



9. Transparent Fees

Receive information about applicable charges and payment expectations and ask questions regarding your bill.

10. Raise Concerns

Express concerns or make a complaint regarding your care or experience without fear that doing so will negatively affect the quality of your care.

11. Appropriate Referrals and Emergency Guidance

Receive appropriate recommendations for specialist care, diagnostic services, hospital evaluation, or emergency services when medically indicated.

PATIENT RESPONSIBILITIES

As a patient of Beacon Health, you are responsible for:

1. Providing Accurate Information

Provide complete and accurate information about your symptoms, medical history, medications, allergies, previous treatments, hospitalizations, and other information relevant to your care.

2. Keeping Information Current

Inform us of changes to your medications, medical conditions, allergies, contact information, insurance coverage, or other relevant information.

3. Asking Questions

Ask questions when you do not understand your diagnosis, treatment plan, medication instructions, testing, referrals, or other aspects of your care.

4. Following the Agreed Care Plan

Make reasonable efforts to follow the treatment plan developed with your physician, including medication instructions, recommended testing, follow-up appointments, and specialist referrals.

5. Communicating Problems or Changes

Inform Beacon Health if your symptoms worsen, new symptoms develop, you experience medication side effects, or you are unable to follow the recommended treatment plan.

6. Respectful Conduct

Treat physicians, staff, other patients, visitors, and property with courtesy and respect. Threatening, abusive, discriminatory, sexually inappropriate, or violent behavior will not be tolerated.

7. Appointment Responsibility

Arrive on time for scheduled appointments and provide appropriate notice when cancelling or rescheduling whenever possible.

8. Financial Responsibility

Understand and meet your financial obligations for services received, including applicable fees,



deductibles, co-payments, coinsurance, or charges not covered by insurance.

9. Medication Safety

Take medications only as directed and inform the physician about medications, supplements, or treatments received from other healthcare providers.

10. Appropriate Use of Services

Understand that Beacon Health is an outpatient medical practice and is not an emergency department. Patients experiencing a medical emergency should seek immediate emergency medical assistance or proceed to the nearest appropriate emergency facility.

11. Maintaining a Safe Environment

For home visits, provide a reasonably safe, clean, and appropriate environment for medical care, including securing pets and ensuring that weapons or other hazards are not accessible or present in the treatment area.

OUR COMMITMENT TO YOU

Beacon Health believes that healthcare works best as a partnership. We will make reasonable efforts to listen to your concerns, explain your medical care clearly, protect your privacy, respect your choices, and provide care consistent with professional medical standards.

These rights and responsibilities apply, as appropriate, to office visits, home visits, and telehealth services provided by Beacon Health.

Questions or concerns regarding your care may be directed to Beacon Health staff or the treating physician.