



Patient Rights

1. Quality Care:

You have the right to receive high-quality, competent medical care provided by trained and qualified healthcare professionals.

2. Informed Consent:

You have the right to be informed about your medical condition, treatment options, and potential risks, benefits, and alternatives. You can ask questions and make decisions about your healthcare based on this information.

3. Privacy and Confidentiality:

Your medical information will be kept confidential in accordance with state and federal laws. We will not disclose your medical records without your explicit consent, except as required by law.

4. Access to Your Medical Records:

You have the right to access your medical records as allowed by law. We will provide a copy or summary of your records upon your request, within the legal timeframes. Hard copies billed at \$ 1.00 per page for first 10 pages, then \$.50 per page for pages 11-50, and \$0.25 per page over 50 and postage.

5. Communication:

You have the right to clear and understandable communication regarding your healthcare.

6. Respect and Dignity:

You will be treated with respect, dignity, and without discrimination based on race, color, religion, sex, national origin, disability, or any other characteristic protected by law.

7. Complaints and Grievances:

You have the right to voice concerns or complaints about your care without fear of retaliation. We will provide a process for addressing grievances and will work to resolve them promptly.

8. Financial Information:

You will receive an explanation of your bill for services rendered and the opportunity to discuss payment options.

Patient Responsibilities

1. **Honesty and Communication:** Be open and honest about your medical history, symptoms, and concerns. Effective communication is essential for accurate diagnosis and treatment.
2. **Compliance:** Follow the treatment plan and medical advice provided by your healthcare provider, including medication instructions and lifestyle changes.
3. **Appointments:** Keep scheduled appointments or provide timely notice if you need to reschedule or cancel. This ensures efficient care delivery.
4. **Medication Management:** If prescribed medication, take it as directed and inform your provider of any side effects or issues.
5. **Health Information:** Provide accurate and updated personal and insurance information, ensuring efficient billing and record-keeping.
6. **Respect:** Show respect for your healthcare team, fellow patients, and the practice's policies and procedures.
7. **Payment:** Be aware of and fulfill financial responsibilities, including copayments and bills, in a timely manner.
8. **Health Promotion:** Take proactive steps to maintain your health, including preventive screenings and vaccinations as recommended by your provider.
9. **Feedback:** Provide feedback to your healthcare team about your experience to help improve the quality of care.
10. **Follow-up:** Attend follow-up appointments as advised and report any unexpected changes in your condition.
11. **Emergency Situations:** In case of a medical emergency, seek prompt care and notify your healthcare provider of the situation.

Receipt of this Financial Policy and Procedure, Notice of Privacy Notice, Patient Rights and Responsibilities is acknowledged by signature in the New Patient Information and Consent document kept on file at practice.