

Patient Rights

- Have the right to be treated with dignity and respect.
- Have the right to fair treatment regardless of race, religion, gender, ethnicity, age, disability or source of payment.
- Have the right to have their treatment and other information kept private.
- Only in life-threatening situations or if required by law, can records be released without a signed consent from patients.
- Have the right to an easy to understand explanation of their condition and treatment.
- Have the right to know all about their treatment choices regardless of cost coverage.
- Have the right to get information about services offered by their providers and patient role in the treatment process.
- Have the right to request professional information about their provider.
- Have the right to know the clinical guidelines used in providing / or managing their care.
- Have the right to provide suggestions on office policies and procedures.
- Have the right to complain and to know about their complaint, grievance and appeals process.
- Have the right to know about State and Federal Laws governing their rights and responsibilities.
- Have the right to participate in the formation of their plan of care.

Patient Responsibilities

- are responsible for providing their medical provider with information needed to deliver quality care
- are responsible for informing their medical provider when / if their treatment plan is no longer effective.
- are responsible to follow their treatment plan & to inform their medical provider of any changes to the treatment plan made by other providers including any changes in their medications.
- are responsible for reviewing their care and treatment plans continuously and reporting effectiveness or ineffectiveness of the care plan to their provider.
- are responsible for treating those giving them care with dignity and respect.
- should not be involved in any conscious behavior that could harm the lives of their provider, office staff or other patients.
- are responsible for keeping their appointments, arriving on time, and notifying the office of any cancellations at least 24 hours prior to the appointment.
- are responsible for addressing questions about their care to their provider and ensure understanding of their care and their role in the treatment process.
- are responsible for notifying their provider of any concerns regarding payment of insurance coverage's.