



## Patient Rights and Responsibilities

### ***You have the right to:***

- ✓ Be treated with dignity and respect always.
- ✓ Be treated regardless of race, color, national origin, disability, age, religion or sex.
- ✓ The expectation that we will take reasonable steps to overcome cultural or other communication barriers that may exist between you and the staff.
- ✓ Have your personal and health information kept private.
- ✓ Know by name and specialty, the practitioner responsible for your care and treatment.
- ✓ Learn about your treatment choices in clear language that you can understand and participate in treatment decisions including goals and expected outcomes.
- ✓ Receive reasonable coordination and continuity of care.
- ✓ Treatment after hours, 7 days a week by calling the current facility phone number.
- ✓ Refuse treatment.
- ✓ Know the cost of care and treatment and receive an explanation of your financial responsibility.
- ✓ File a complaint (sometimes called "grievance") and suggest changes in any service without coercion, discrimination, reprisal or unreasonable interruption of service.
- ✓ Timely resolution of complaint.

### ***You are responsible for:***

- ✓ Being respectful and considerate of the rights of other patients, staff and practitioner.
- ✓ Following office rules about patient conduct; for example, there is no smoking in our office.
- ✓ Providing complete and accurate medical history.
- ✓ Providing correct and complete demographic and insurance information upon every visit.
- ✓ Making it known whether you clearly understand the decided course treatment and things expected of you.
- ✓ Following the recommended course treatment.
- ✓ Informing the practitioner about any unexpected complications that arise in an expected course of treatment.
- ✓ Paying estimated deductibles, copayments at the time of the visit or other bills upon receipt.