

Patient Rights and Responsibilities

As a patient at our practice you have the following rights. You can expect:

- Considerate, respectful, and compassionate care regardless of your age, race, gender, religion, national origin, sexual orientation, or physical or mental disability.
- Attention when you request help, with the understanding that other patients may have more urgent needs.
- To be addressed by your proper name.
- Care provided in a safe setting.
- To be told the names of the doctors, nurses, and other health team members directly involved in your care.
- Information about your diagnosis, treatment, and expected result to be provided by your attending physician.
- Information on the planned course of treatment, including an explanation about procedures.
- Information about pain and pain relief measures.
- To make decisions about your plan of care before and during treatment, when medically possible.
- To refuse a recommended treatment to the extent permitted by law, and to be informed of the medical consequences of your refusal.
- Within the confines of the law, all communications and records pertaining to your care will be treated as confidential. You have the right to review or obtain a copy of your medical record and to have the information explained as needed by a physician.
- To question the accuracy of your physician bills. You have the right to request information about the charges and any patient balances.

As a patient, you and /or your representative are expected to:

- Provide complete and accurate information about your health, including present condition, past illnesses, hospitalizations, medications, natural products and vitamins, and any other matters that pertain to your health.
- Provide complete and accurate information including your full name, address, home telephone number, date of birth and current insurance information.
- Ask questions when you do not understand what has been said to you about your diagnosis or treatment. You should inform your doctor if you anticipate problems in following prescribed treatment. Inform your doctor if you are considering alternative therapies.
- Ask your doctor or nurse what to expect regarding pain and pain management, and work with them to develop a pain management plan. You should tell your doctor or nurse about any worries you have about taking pain medication.
- Keep appointments, be on time, and call as soon as possible if you need to cancel.
- Abide by all office policies, such as: NO SMOKING and NO FOOD policy.
- Treat office staff with courtesy and respect.
- Understand your health insurance coverage, related policies, required pre-approvals, co-pays, covered services and doctors covered by your insurance plan.
- Pay your bills in a timely manner.