



Patient Rights and Responsibilities

You have the right:

- ❖ *To be treated with respect, consideration and dignity at all times.*
- ❖ *To receive information about your health, including your diagnosis, treatment, testing or procedures, and medical alternatives, including associated risks which may be involved in your health care.*
- ❖ *To know the identity and professional status of individuals providing services to you.*
- ❖ *To expect that your medical records and communications will be treated in a confidential manner.*
- ❖ *To refuse treatment and be advised of the alternatives and likely consequences of your decision.*
- ❖ *To express a concern to the Administrator, Physician or Staff.*

You have the responsibility:

- ❖ *To review and understand your health insurance coverage benefits and limitations.*
- ❖ *To learn and understand the proper use of your insurance plan's services and procedures for obtaining coverage. This includes knowing the referral policy for your plan and laboratory restrictions covered by your plan.*
- ❖ *To always provide your insurance plan identification card and be prepared to show it at each office visit. Patients will be required to pay for all services provided if insurance information is not provided by the patient at the time services are rendered, or if the information provided is inaccurate.*
- ❖ *To pay all charges for co-payments, deductibles, non-covered benefits or services at the time of your visit, unless prior arrangements have been made.*
- ❖ *To notify the office of any change in primary care physician or insurance change.*
- ❖ *To keep scheduled appointments and notify the office promptly if you will be delayed or unable to keep an appointment (minimum of 24 hour notice).*
- ❖ *To follow the advice of your medical provider and consider the alternatives and/or likely consequences if you refuse to comply*
- ❖ *To ask questions and seek clarification until you fully understand the care you are receiving.*