



## Patient Rights and Responsibilities

### Patient Rights

- Patients have the right to be treated with respect and dignity.
- Patients have the right to every consideration of privacy concerning their medical care.
- Patients have the right to expect that all records pertaining to their care are confidential. Except when required by law, patients are given the opportunity to approve or refuse their release.
- Patients have the right to have access to information concerning their care, including their medical records, as provided by State and Federal Laws.
- Patients have the right to participate in decisions involving their health care, except when such participation is not indicated for medical reasons.
- Patients have the right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of their actions.
- Patients have the right to receive all information necessary to sign an informed consent prior to the start of any procedure and/or treatment, except in emergencies where their lives or health of may be in serious danger.
- Patients have the right to voice complaints or grievances about their managed care organization or the medical care provided.
- Patients have the right to offer suggestions for changes in policies and procedures.

### Patient Responsibilities

- Follow the treatment plan recommended by your physician(s).
- Be on time for appointments.
- Provide your physician(s) with needed information about your medical history and symptoms.
- Notify your physician(s) promptly if you are unable to keep an appointment.
- Know how to use your insurance plan including co-pays and deductibles if applicable.
- Notify your physician(s) if there are any changes in your address, phone number or insurance status.

