

Patient Rights and Responsibilities

RIGHTS

Respect A patient has the right to be treated with courtesy and respect, consideration and privacy, with appreciation of his/her dignity and individuality. A patient will not be denied medical care on the basis of race, religion, color, national origin, sex, age disability, marital status or sexual preference.

Informed Decisions A patient has the right to participate in his/her care, to make informed decisions about his or her medical condition, proposed course of treatment, and available options. A patient is entitled to know who is responsible for providing his/her direct care.

Refusal of Treatment A patient has the right to refuse treatment, therapy, drug, or procedure against the medical advice of the treating physician except as otherwise provided by law. The patient also has the right to be informed of the consequences of refusal of treatment.

Explanation of the Financial Responsibility A patient is entitled to receive an explanation of his/her bill, regardless of the source of payment, and to receive, upon request, a reasonable estimate of charges for medical care.

Exercise of Rights A patient is entitled to exercise his/her rights as a patient, free from interference or reprisal. A patient has the right to express a compliment or concern pertaining to his/her care or treatment. Any concern can be directed towards the physician or center administrator in person, by letter or be given the opportunity to complete a patient satisfaction survey signed or anonymously.

RESPONSIBILITIES

Medical History A patient has the responsibility to provide accurate and complete information about his/her medical history including present complaints, past illnesses and hospitalizations, medication, and other matters related to his/her health.

Understanding of Plan of Care Each patient is responsible for making known if he/she does not understand the description of his/her condition, or the course of treatment proposed for that condition. The patient also has the responsibility of understanding and following through with treatment and follow-up care including appointments and giving notice when unable to do so.

Charges for Treatment Regardless of the patient's type of insurance, the patient is responsible for paying for or insuring payment for the medical treatment provided at the Center.

Respect for Others and for Property Each patient is responsible for being considerate of the rights of other patients and for the Center's personnel. Each patient is also responsible for being respectful of the Center's property.

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