

Statement of Patients' Rights and Responsibilities

Patients' Rights

- Patients have the right to be treated with respect and dignity.
 - Patients have the right to every consideration of privacy with regard to 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 participate in decisions regarding their health care, except when such participation is not possible for medical reasons.
 - Patients have the right to refuse treatment to the extent permitted by law and after being informed of the likely medical consequences of their actions.
 - Patients have the right to receive all information necessary to provide informed consent for any planned procedures or treatments, except in the case of an emergency when their life may be in imminent danger.
 - Patients have the right to voice complaints about their managed care organization or the medical care provided.
 - Patients have the right to offer suggestions for changes in policies and procedures.
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Patients' Responsibilities

- Patients are responsible for following the treatment plan recommended by their physician.
- Patients are responsible for keeping scheduled appointments. When unable to keep an appointment, patients should notify the office as soon as possible so that their appointment time may be given to another patient.
- Patients are responsible for being familiar with their insurance plans and for payment of any copays or deductibles that apply to a particular visit or procedure.
- Patients are responsible for notifying the office of any changes in address, telephone number, or insurance status as soon as possible.