

## PATIENT RIGHTS AND RESPONSIBILITIES

### Patient Rights

All patients will have access to treatment regardless of race, creed, sex, nationality, or source of payment.

All patients have the right to considerate, respectful care at all times and under all circumstances.

All patients have the right of privacy in regard to their medical treatment and records of their treatment.

All patients have the right to expect reasonable safety in clinical practices and clinical environment.

All patients have the right to know the identity and professional status of individuals providing service to them, as well as their relationship to any other health care or educational institution.

All patients have the right to complete and current information concerning their medical treatment.

All patients who do not speak or understand the predominant language of the community will have access to an interpreter.

All patients have the right to reasonably informed participation in and consent for decisions involving their health care. Patients also have the right to be informed of human experimentation or other research/educational projects affecting their care or treatment and the patient has the right to refuse to participate.

All patients have the right to refuse treatment to the extent permitted by law. If such refusal prevents the provision of appropriate care, the relationship with the patient may be terminated upon reasonable notice.

All patients have the right to request and receive an itemized and detailed explanation of their bill.

All patients have the right to know the rules and regulations that apply to their conduct as patients. All patients have the right to file complaints regarding their treatment with the appropriate department head.

### Patient Responsibilities

The patient has the responsibility to be considerate and cooperative in dealing with health care staff and to respect the rights of fellow patients.

The patient has the responsibility to ask any questions and to seek clarification as may be necessary to adequately understand his or her illness and/or treatment.

The patient has the responsibility to obtain and carefully consider all information he or she may need or desire in order to give informed consent for a procedure and/or treatment.

The patient has the responsibility to weigh the potential consequences of any refusal to comply with the instructions or recommendations of the health care provider.

The patient has the responsibility to schedule appointments, and to arrive at the office in time for scheduled visits. The patient also has the responsibility to notify us if he or she must cancel or be late for a scheduled appointment.

The patient also has the responsibility to express opinions, concerns or complaints in a constructive manner.

The patient has the responsibility to insure that all information provided for inclusion in his or her record is complete and accurate.