

PATIENT RIGHTS AND RESPONSIBILITIES

Patient Rights

We believe that all patients should be treated in a manner that respects their basic rights as human beings. You, as patients, have the right to:

1. Voice grievances or concerns about your care, or about the manner in which you were treated by the doctor, intern or clinic staff. If you have concerns about your care, please contact the supervising Clinician or Vice President of Clinics.
2. Receive clear and complete information about your care and participate in the decisions concerning your treatment. If you have concerns about the front desk staff, insurance or billing, please contact the Clinic Billing Coordinator.
3. Be treated with respect and courtesy by all those involved in providing care and information.
4. Privacy during interviews and examinations. All information about a patient's care and records will be treated in a confidential manner.

Patient Responsibilities

1. Be as accurate and complete as possible when providing information about your medical history or condition.
2. Cooperate in following instructions given to you by those providing your health care.
3. Read and cooperate with the instructions provided by your doctor.
4. Ask for clarification about any aspect of your health care benefits that you do not fully understand.
5. Keep scheduled appointments or give adequate notice of delay or cancellation.
6. Treat those caring for you with respect and courtesy.