



PATIENT RIGHTS AND RESPONSIBILITIES

Patient Rights

- Be treated with dignity, respect, and consideration, regardless of personal background or ability to pay.
- Receive care in a safe environment, free from abuse, neglect, or exploitation.
- Know the name and role of the healthcare professionals providing care.
- Receive clear, understandable information about diagnosis, treatment options, risks, and benefits.
- Request interpreter services or language assistance.
- Be involved in decisions about care, including the right to refuse treatment.
- Obtain a second opinion or request transfer of care when medically appropriate.
- Expect that all medical records and personal information will be kept confidential in accordance with HIPAA.
- Receive a copy of the Notice of Privacy Practices.
- Request access to copies of, and amendments to medical records.
- Request information about charges, payment options, and financial assistance.
- Receive an itemized bill and explanation of charges.
- Voice concerns, complaints, or grievances without fear of retaliation.
- Receive a timely response to complaints.

Patient Responsibilities

- Provide complete and accurate health information, including medical history, medications, allergies, and insurance details.
- Notify staff of any changes in health status or contact information.
- Follow the agreed-upon treatment plan and ask questions if instructions are not clear.
- Take responsibility for outcomes if treatment is refused or instructions are not followed.
- Treat healthcare providers, staff, and other patients with respect and courtesy.
- Follow clinic rules, regulations, and safety policies.
- Provide accurate insurance information and promptly pay bills for services received.
- Work with billing staff if financial assistance or payment arrangements are needed.
- Keep scheduled appointments and notify the clinic if unable to attend.
- Communicate openly with providers about concerns, preferences, and goals of care.

Thank you for helping us provide safe, respectful, and high-quality care.