



## Patients' Rights and Responsibilities Policy

### Patients have the right to:

- Quality services appropriate to their healthcare needs delivered in a timely manner.
- Appropriate medically necessary medical care without discrimination in regards to sex, culture, economic, education, religion, or source of payment.
- Reasonable access to medical care.
- Confidentiality in regard to medical and social history, individual medical records and medical information.
- Be treated with dignity, respect and consideration.
- Be informed about personal health as it concerns medical condition, diagnostic tests and treatment plans.
- Change physicians/providers
- A second opinion.
- Involvement in decision-making concerning treatment.
- Refuse participation in medical research. Human experimentation affecting care or treatment shall be performed only with a patient's informed consent.
- Auditory and visual privacy during a visit.
- Approve or refuse release of information except when the release is required by law.
- Refuse treatment or therapy. Such persons will be made aware of the consequences of their decision and it will be documented in their medical record.
- Appropriately assert complaints and grievances about the providers and health care provider.
- Be informed about the role of medical students/supervised practitioners and the right to refuse such care.

### Patients & Parent/Guardians are responsible to:

- Become informed about your insurance plan including benefits available.
- Become knowledgeable of the system to access medical care.
- Keep all scheduled appointments and to notify the provider when unable to keep a scheduled appointment.
- Follow all medically appropriate physician orders and prescriptions.
- Furnish the provider with a copy of your Advance Directions and/or POA.
- Treat all personnel with courtesy and respect.
- Provide complete health status information for accurate diagnosis and appropriate treatment.
- Provide complete updated demographic and insurance information.