

Your Rights as a Patient

- You have the right to confidentiality concerning your medical records, examinations, interviews, treatment and source of payment.
- You have the right to be informed about your diagnosis, health status, financial matters, treatment and the healthcare team caring for you.
- You have the right to expect an appropriate response to reports of pain or discomfort.
- You have the right to seek medical care elsewhere.
- You have the right to contact a clinic manager to present a complaint concerning the clinic, your care, or a clinic employee without your care being adversely affected.

Your Responsibilities as a Patient

- Be aware of the clinic's policies and coverage limitations of your health plan.
- Give complete, accurate information about your present illness, medications, medical history and other pertinent facts about your health or prior health treatments.
- Follow the instructions and treatment plan from your doctor and other healthcare providers.
- Arrive on time for your appointments, if you need to cancel, do so with 24 hours notice, when possible.
- Treat your physicians and all your care givers with the same respect and courtesy you expect from them.
- Provide accurate and complete information needed to file claims to your health plan or insurance carrier.
- Take care of your financial responsibilities at the time of your appointment.