

Health care is a cooperative effort between patient and their doctor or nurse practitioner

Patient Rights:

- To receive care regardless of gender, race, sexual orientation, age, religious beliefs and disabilities.
- To be treated with respect, consideration and privacy.
- To know that clinical records are confidential unless reporting is required or permitted by law.
- To be able to obtain a copy of your medical records in a reasonable amount of time (24 hours).
- To expect that staff will work to minimize the wait before seeing doctors or the nurse practitioner
- To receive current information regarding diagnosis, treatment and prognosis in understandable terms prior to treatment.
- To be informed of the benefits, possible risks or side effects of treatment, alternative methods, and the medical consequences of treatment refusal.
- To be informed of personal responsibilities involved in seeking medical treatment and maintaining health and well being after treatment.
- To express concern or make suggestions.

Patients Responsibilities:

- To provide as much information as possible to assist in the assessment of your medical needs.
- To ask questions if you do not understand the explanation of the diagnosis, treatment, prognosis or instructions.
- To follow instructions concerning medications, follow-up visits, and other recommendations and to notify your doctor or nurse practitioner if the plan cannot be followed or if problems develop.
- To treat personnel in a respectful manner.
- To arrive on time for appointments and call to cancel if unable to keep appointments
- To understand what your insurance covers before services are provided and to update billing staff as soon as insurance information changes.
- To pay co-pays and unmet balances at the time of the visit and to pay the bill within 30 days of receiving a statement from us unless prior special arrangements have been made.