

## **Your Rights & Responsibilities**

### **You have the right to quality care in a safe environment.**

As a patient, you have the right to:

- Be treated with respect and dignity regardless of:
  - Where you are from
  - Your age, race, ethnicity, sex, gender, sexual orientation, religious beliefs
- Change to a different provider if one is available.
- Expect your information will be kept private. This includes your:
  - Medical records
  - Exams
  - Treatments
  - Any other information about your health
- Give feedback on the care you receive, including when you aren't happy with your care. You can give feedback during business hours or on the website.
- Get care that honors your advance directive or living will as much as possible.

### **You have the right to be informed about your care.**

As a patient, you have the right to:

- Know the name and qualifications of all staff who care for you.
- Know the risks and benefits of treatments, medicines, or other procedures your provider recommends for you.
- Get full information about your diagnosis (or have this information given to a legally authorized person).
- Make informed decisions about your care.
- Get information about the costs of your care.
- Get information about research projects related to your care and decide whether you want to join.
- Know information about:
  - Services that may help you
  - How to contact us in an emergency or after business hours
  - Fees for our services
  - Our payment policies
- Get information about other agencies that may be able to help you, and information about how they can help.

### **You have the right to receive care and information in a way you can understand.**

As a patient, you have the right to:

- Get information in the language you understand best
- Ask questions about your care

### **You have the responsibility to keep your provider informed.**

As a patient, it is your responsibility to:

- Fill out forms with correct and complete information about you, including your insurance and how to contact you.
- Let us know when your information changes.
- Give correct and complete information about your health, including:
  - The medicines you take, including over-the-counter medicines and supplements
  - Your health history
  - Your allergies
- Contact us if you have any concerns about the care we are giving you.
- Follow your treatment plans. If you have questions about your treatment or don't understand information or instructions, tell your provider or a staff member.
- Keep your appointments or call us if you can't make it to an appointment.

### **You are responsible for doing what you can to take care of yourself.**

As a patient, it is your responsibility to:

- Be respectful of our property and staff. You are responsible for your actions.
- Learn about your treatment plans and ask questions if you don't understand.
- Do what you can to be healthy.
- Pay for any charges that your insurance doesn't cover.
- Bring an adult with you who can drive you home from an appointment, if there is a medical reason that you can't drive.

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