



Patients' Rights and Responsibilities

Our Patients deserve to be treated with professionalism and respect.

Our Patients deserve to have their medical problems handled in a confidential manner which respects their rights for privacy in accordance with applicable laws and terms of their health plan agreement.

Our Patients deserve prompt and courteous responses to all questions.

Our Patients deserve appropriate and accessible medical care in accordance with the guidelines set forth by their health plan.

Our Patients (or their designee) deserve to have information concerning their own diagnosis, treatment plan, and prognosis in terms that are understandable to them. Except in emergency situations, patients will be provided with sufficient information on which to make an informed decision regarding medications or procedures, as well as the risks of refusing recommended treatments.

Our Patients may voice their satisfaction or dissatisfaction with any aspect of their medical care to their provider or their health plan insurer. They are entitled to a timely and fair hearing of their grievances. Patients may request a change of providers.

Our Patients have the right to know the identity and responsibility of those individuals who provide care to them.

Our Patients have the duty to maintain cooperative patient/physician/staff relationships and comply with reasonable professional recommendations made by their physician or other health care provider. This includes compliance with medications, keeping scheduled appointments, familiarizing themselves with the benefits and limitations of their health coverage, adhering to the policies of their health coverage, and conducting their behavior towards medical care providers and fellow patients in a respectful and non-abusive manner.

Our Patients have the right to make recommendations regarding the organizations patients' rights and responsibilities policy.

Our Patients have the right to be represented by parents, guardians, family members or other conservators for those who are unable to fully participate in their treatment decision.