

## Patient Rights and Responsibilities

### Patient Rights

A patient and/or the patient's legal representative has the right to:

- Receive complete and current information and answers to questions about diagnosis, treatment and prognosis.
- Participate in decisions about care and provide informed consent for procedures.
- Refuse treatment and accept potential consequences of that decision.
- Receive considerate and respectful care in an environment that permits reasonable privacy.
- Know the identity and professional status of individuals providing service and know who has primary responsibility for coordinating care.
- Have another person present during examination and/or treatment.
- Expect reasonable safety with regard to the health care environment.
- Be fully advised of and accept or refuse to participate in any research project and/or experimental procedures.
- Expect that all communications and records pertaining to care will be subject to appropriate confidentiality.
- Examine and receive an explanation of charges for services rendered.
- Expect not to be denied care solely on the basis of race, gender, national origin, religion or sexual preference.
- Express grievances regarding any perceived violations of rights to the institution and to appropriate regulatory agencies.

### Patient Responsibilities

A patient and/or the patient's legal representative has the right to:

- Provide accurate and complete information regarding present complaints, past illnesses, hospitalization, medications, and any other matters related to his/her health.
- Report in a timely matter any new incident, trauma, or changes in health condition.
- Acknowledge and consider instructions and recommendations provided by health care providers and/or office staff.
- Request clarification about any aspect of care not fully comprehended.
- Keep scheduled appointments or give adequate notice of delay or cancellation.
- Assure that the financial obligations related to his/her health care are fulfilled as promptly as possible.
- Treat members of the healthcare community with respect and courtesy.