



YOU HAVE THE RIGHT TO:

1. Be treated with courtesy and respect, with appreciation of your individual dignity, and with protection of your privacy.
2. A prompt and reasonable response to questions and requests.
3. Choose health care providers who can give you high-quality health care when you need it and to know who is providing medical services and who is responsible for your care.
4. Know what patient support services are available, including whether an interpreter is available if you do not speak English.
5. Know what rules and regulations apply to your conduct.
6. Be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.
7. Refuse any treatment, except as otherwise provided by law.
8. Be given, upon request, full information and necessary counseling on the availability of known financial resources for your care.
9. A patient who is eligible for Medicare has the right to know, upon request and in advance of treatment; whether the health care provider or health care facility accepts the Medicare assignment rate.
10. Receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
11. Receive a copy of a reasonably clear and understandable, itemized bill and, upon request, and to have the charges explained.
12. Impartial access to medical treatment or accommodations, regardless of race, national origin, religion, handicap, or source of payment.
13. Treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
14. If medical treatment is for purposes of experimental research you may consent or refusal to participate in such experimental research.
15. Express complaint(s) when reasonable expectations for your care are not met.
16. Expect that all records as well as communications pertaining to your care should be regarded and treated as confidential and may approve or refuse their release to any person or firm, except as otherwise provided by a third party payment contract or the law or by your transfer to another health care institution.

YOU HAVE THE RESONSIBILITY TO:

1. Provide to the health care provider, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.
2. Report unexpected changes in your condition to the health care provider.
3. Report to the health care provider whether or not you comprehend a contemplated course of action and what is expected of you.
4. Follow the treatment plan recommended by the health care provider.
5. Keep appointments and, when he or she is unable to do so for any reason, to notify the health care provider or health care facility.
6. Take responsibility for your actions if you refuse treatment or do not follow the health care provider's instructions.
7. Assure that the financial obligations of your health care are fulfilled as promptly as possible.
8. Follow health care facility rules and regulations affecting patient care and conduct.
9. Be considerate of the rights of other patients and clinic personnel and to assist in the control of noise, smoking (this is a smoke free campus), and to limit the number of visitors.
10. Be respectful of the property of other persons and of the clinic.

Your Rights and Responsibilities
A Guide for Our Patients
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