

John D. Rockefeller said that "...every right implies a responsibility." We agree, and believe you have both the right and responsibility to be an active participant in your health care and the patient/physician relationship.

Your Rights as a Patient – **"Our Commitment to You"**

- You can expect to receive considerate and respectful care & service.
- You can expect to obtain complete and current information about your diagnosis, treatment and prognosis.
- You can expect to receive the information you need to give us informed consent before any treatment or procedure.
- You can refuse treatment to the extent permitted by law and receive information about the consequences of that action.
- You can expect every consideration for your privacy concerning your medical care.
- You can expect that all communications and records pertaining to your care will be treated as confidential; you have the right to review your medical records and can request a copy of your medical information within a reasonable time frame and at a reasonable cost.
- You can expect to be involved in the planning and development of your treatment plan.
- You can request that the Physician speak with and/or involve key family members in your medical care and decision making.
- You can give or withhold consent to participate in research projects or procedures.
- You can expect to receive a full explanation of your bill, regardless of the source of payment.
- You can expect to know our expectations of your behavior and conduct.

Your Responsibilities as a Patient – **"Your Commitment to Us"**

- You are responsible to participate actively in decisions regarding your health care and to follow treatment plans that you and your Physician establish.
- You are responsible to provide accurate, complete and timely information regarding your medical history, current symptoms and problems and other matters relating to your health.
- You are responsible to ask questions and seek clarification in order to understand and be informed about your diagnosis/treatment and what is expected from you.
- You are expected to be considerate and respectful of other patients, staff and Physicians.
- You are expected to arrive on time for your appointment and/or notify us at least 4 hours in advance if an appointment can not be kept.
- You are expected to make timely payment for services provided. Elective procedures and co-payments are due at time of service; other balances within 30-days of the visit date or date of insurance payment, which ever is applicable.