



Patient Rights

1. You have the right to receive care in an environment that is safe, inclusive and committed to providing care that is free of assumptions and stereotypes.
2. You have the right to be treated with respect, consideration and dignity.
3. You are provided with appropriate privacy during interviews, examinations, treatments and consultations.
4. You have the right to participate as a member of your health care team.
5. You have the right to know about your illness and its treatment options. These will be explained to you, and you will be involved in your treatment plan.
6. You have the right to refuse care and to know what may happen if you choose to not follow the recommended treatment.
7. You have the right to review your bill, ask any questions and have an explanation of your charges.
8. You have the right to know the name of your provider and medical staff responsible for your health care.
9. You have a right to request and receive information about financial assistance and low-cost health care.
10. You have a right to express concerns about any violation of these rights.



Patient Responsibilities

1. You have the responsibility to participate as an important member of your health care team.
2. You have the responsibility to share your medical history completely so that your medical team and you can develop an appropriate treatment plan.
3. You have the responsibility to be honest in reporting on medical history or logging a complaint.
4. If you are not able to follow the treatment plan, you have the responsibility to let your medical team know.
5. You have the responsibility to cancel any appointments you cannot keep.
6. You have the responsibility to be considerate of other patients and medical staff when in the health center.
7. You have the responsibility to be courteous and respectful to medical staff on the phone or when using electronic messaging.
8. You have the responsibility to know your insurance plan, its benefits, copays, and exclusions.
9. If you are the parent or guardian of a minor, you must stay in the center during all visits or treatments, and control your child's behavior.
10. If you choose to refuse treatment or follow an agreed upon plan of care, you accept the responsibility for your health outcome.
11. You have the responsibility to pursue a healthy lifestyle, and make choices that promote better health, such as proper diet, exercise, adequate sleep. Avoid unhealthy behaviors, such as smoking, and substance abuse.