

Patient Rights

1. Receive professional, courteous, and considerate treatment from your provider and their staff with recognition of your dignity and need for privacy.
2. Participate in decision making regarding the patient's healthcare. This includes the right to accept or refuse medical or surgical treatment.
3. Have access to a phone number which you can use to receive instruction from your provider 24 hrs per day, 365 days a year.
4. Voice grievances concerning treatment by your provider and/or her staff.

Patient Responsibilities

1. Provide insurance card upon request at each visit.
2. Provide, to the extent possible, information needed by the provider in order to care for the patient. This includes medical conditions, medications, present complaints, past illnesses, hospitalizations, and all other matters relevant to care. In addition, any illness which could be a potential hazard to the provider or staff should be reported so that appropriate measures may be taken to protect the provider and staff from infection.
3. Follow instructions and guidelines given by the provider.
4. Show consideration and respect to providers and staff, rude behavior will not be tolerated.
5. Make required copayments and co-insurance payments.
6. Seek assistance from your insurance company or health plan administrator concerning specifics of your health plan benefits and specialty services.
7. When appointments are made a time is set aside especially for the patient. Therefore it is important to be on time for scheduled appointments. Patients arriving more than 15 minutes late will be rescheduled.
8. Patients having 3 consecutive "no-shows" will be dismissed from the practice. A "no-show" is defined as missing a scheduled appointment without prior notification to the practice.
9. Please refrain from cell phone use at the receptionist desk and during the patient exam.
10. Once a patient becomes a parent we will only see them for medical care for 30 days. During that time it will be necessary to establish care with another primary care provider.
11. The use of cameras, video recording, and audio recording during the patient exam is restricted.