

A Patient's Rights

As a patient being treated in our office you have a right to:

- Respectful care given by competent personnel.
- Consideration of your privacy concerning your own medical care.
- The name of all physicians and/or staff directly assisting in your care
- Have medical records pertaining to your medical care treated as confidential (except as required by law or third party contractual agreement).
- Know what rules and regulations in our practice apply to your conduct as a patient.
- Expect emergency procedures to be implemented without delay; if there is a need to transfer you to another facility the responsible person and the facility will be notified of your condition prior to your arrival
- Good quality care and high professional standards that are continually maintained and reviewed.
- Full information in layman's terms concerning diagnosis, treatment, prognosis, and possible complications.
- Give an informed consent to the physician prior to the start of the procedure.
- Be advised of participation in a medical care research program or donor program. (You will be asked to give your informed consent prior to and participation in such a program and you may refuse to continue in a program that you have previously given informed consent to participate in.)
- Refuse drugs or procedures and have a physician explain the medical consequences of your refusal.
- Medical and nursing services without discrimination based upon age, race, color, religion, national origin, handicap, disability or source of payment.
- Have access to an interpreter whenever possible.
- Access to all information contained in your medical record unless access is specifically restricted by your attending physician for medical reasons or is prohibited by law.
- Expect good management techniques to be implemented that consider effective use of your time and to avoid unnecessary discomfort.
- Examine and receive a detailed evaluation of your bill
- Be informed at your request of your provider's credentials.

We recognize that you have a choice for healthcare services, and we are grateful that you have chosen us as your provider.

FOR MORE INFORMATION OR TO REPORT A PROBLEM: If you have questions or would like additional information, please contact the HIPPA Policy Officer for this practice (Ellen Ervin). If you believe your privacy rights have been violated, you may file a written complaint with the Secretary of Health and Human Services. There will be no retaliation for filing a complaint.