

## **PATIENT RIGHTS**

### **Personal Privacy**

- To have your personal dignity respected.
- To the confidentiality of your identifiable health information.
- To enjoy personal privacy and a safe, clean environment.

### **Access to Information**

- To know the rules regulating your care and conduct.
- To know that Elite Primary Care is a teaching clinic and that some of your caregivers may be in training.
- To ask your caregivers if they are in training.
- To know the names and professional titles of your caregivers.
- To have your bill explained and receive information about charges that you may be responsible for.
- To be told what you need to know about your health condition during your office visit.
- To be informed and involved in decisions that affect your care, health status, services or treatment.
- To understand your diagnosis, condition and treatment and make informed decisions about your care after being advised of material risks, benefits and alternatives.
- To knowingly refuse any care, treatment and services.
- To legally appoint someone else to make decisions for you if you should become unable to do so, and have that person approve or refuse care, treatment
- To have your family or representative involved in care, treatment and service decisions, as allowed by law.

## **PATIENT RESPONSIBILITIES**

### **Provision of Pertinent Information**

- To give us complete and accurate information about your health, including your previous medical history and all the medications you are taking.
- To inform us of changes in your condition or symptoms.
- To inform us of any hospital admission or ER visit.

### **Asking Questions and Following Instructions**

- To let us know if you don't understand the information we give you about your condition or treatment.
- To speak up. Communicate your concerns to any employee as soon as possible — including any member of the patient care team, manager, or administrator.

### **Refusing Treatment and Accepting Consequences**

- To follow our instructions and advice, understanding that you must accept the consequences if you refuse.

### **Explanation of Financial Charges**

- To pay your bills or make arrangements to meet the financial obligations arising from your care.

### **Following Rules and Regulations**

- To follow our rules and regulations.
- To keep your scheduled appointments, or let us know if you are unable to keep them.

### **Respect and Consideration**

- To be considerate and cooperative.
- To respect the rights and property of others.