

PATIENTS HAVE CERTAIN RIGHTS, CONSISTENT WITH THE LAWS

1. **Medical Care** – A patient has the right to quality care and treatment consistent with available resources and generally accepted standards. The patient has the right to refuse treatment to the extent permitted by law and government regulations. However, the patient should be informed of the consequences of refusal.
2. **Respectful Treatment** – A patient has the right to considerate and respectful care, with recognition of his/her personal dignity.
3. **Privacy and Confidentiality** – A patient is entitled, by law, to privacy and confidentiality concerning medical care. Exceptions are: drug testing, workers' compensation surveillance, and safety issues where information will be shared with the responsible parties. However, medical ethics and employee expectation will be allowed as much as possible.
4. **Identity** – A patient has the right to know, at all times, the identity, professional status, and professional credentials of healthcare personnel, which includes medical assistants. The patient also has the right to know the name of the medical assistant primarily responsible for his/her care.
5. **Explanation of Care** - A patient has the right to an explanation concerning his diagnosis, treatment, procedures, and prognosis of illness in terms the patient can understand
6. **Informed Consent** – A patient has the right to be advised in nonclinical terms of information needed to make knowledgeable decisions on consent or refusal of treatments. Such information should include significant complications, risks, benefits, and alternative treatments available.
7. **Research Projects** – A patient has the right to be advised if the medical office or clinic proposes to engage in or perform research associated with his care or treatment. The patient has the right to refuse to participate in any research projects.
8. **Safe Environment** - A patient has the right to care and treatment in a safe environment.
9. **Medical Office or Clinic Rules** – A patient has the right to be informed of the office or facility rules and regulations that relate to the patient or visitor conduct. The patient is entitled to information for the initiation, review, and resolution of patient complaints.

PATIENT'S RESPONSIBILITIES

1. **Providing Information** – A patient has the responsibility to provide, to the best of his/her knowledge, accurate and complete information about complaints, past illnesses, hospitalizations, medications, and other matters relating to personal health.
2. **Respect and Consideration** – A patient has the responsibility to be considerate of the rights of other patients, and to assist in the control of noise, and smoking. The patient is responsible for being respectful of the property of other persons and of the medical office or clinic.
3. **Compliance with Medical Care** – A patient is responsible for complying with the medical treatment plan, including follow-up care recommended by medical assistants.
4. **Reporting of Patient Complaints**-A patient is responsible for helping the physician and nurse provide the best possible care. The patient's recommendations, questions or complaints should be reported to the contact representative.