



## **PATIENT RIGHTS AND RESPONSIBILITIES**

### **Patients have the right to:**

- Be assured they will not be discriminated against in the delivery of health care services based on race, ethnicity, national origin, sex, age, mental or physical disability, sexual orientation, genetic information, or source of payment.
- Receive considerate and courteous care with respect for personal privacy and dignity.
- Participate in the health care process. If they are unable to fully participate in this discussion, they have the right to name a representative to act on their behalf.
- Receive enough information to help them make a thoughtful decision before they receive any recommended treatment.
- Be informed of their diagnosis and treatment plans in terms they understand and participate in decisions involving their medical care.
- Talk openly with their physician about appropriate and medically necessary treatment options for their condition, regardless of cost or benefit coverage.
- Have reasonable access to appropriate medical services.
- Confidential health records, except when disclosure is required by law or permitted in writing by the member with adequate notice. Patients have the right to review their medical record.
- Express a complaint and to receive an answer to their complaint within a reasonable period of time.
- Know the identity of physicians and staff involved in their care.
- Know the immediate and long-term financial implication of treatment choices, insofar as they are known.
- Review the records pertaining to their medical care and to have the information explained or interpreted as necessary, except when restricted by law.
- Create advanced directives (such as a living will) and to have the intent of such directives honored to the extent permitted by law.

### **Patients have the responsibility to:**

- Understand their own insurance plan and medical coverage.
- Present all current and correct health insurance information as well as demographic information at each visit.
- Treat all Premier Medical Associates' physicians and personnel respectfully and courteously as your partners in good health care.
- Communicate openly with the physician they choose. The patient has the responsibility to develop a physician-patient relationship based on trust and cooperation.
- Keep scheduled appointments or give adequate notice of delay or cancellation.
- Ask questions and make certain that they understand the explanations and instructions they are given.
- Consider the potential consequences if they refuse to comply with treatment plans or recommendations.
- Pay any applicable patient balances at the time of service.
- Help maintain their health and prevent illness and injury.
- Help Premier Medical Associates maintain accurate and current medical records by being honest and complete when providing information to their health care professionals.
- Express their opinion, concerns, or complaints in a constructive manner to the appropriate people at Premier Medical Associates.
- Understand their health problems and participate in developing mutually agreed-upon treatment goals to the degree possible.
- Report any changes in their condition.