

## **THE PATIENT'S RESPONSIBILITIES**

To assist us in providing the quality of healthcare service that you deserve and have a right to expect you have the responsibility to:

- Provide, to the best of your knowledge, accurate and complete information about present complaints, medications, past illnesses, hospitalizations, and other matters relating to your health and healthcare.
- Let us know what you expect from the practice.
- Ask questions about your treatment, diagnosis and/or prognosis.
- Learn what you can do to improve your ability to care for yourself.
- Follow the directions of your physician and ask questions if you do not understand what you are expected to do.
- Report unexpected changes in your condition to us promptly.
- Accept responsibility for your actions should you refuse treatment or should you choose not to follow the prescribed treatment plan.
- Follow the office policies and procedures.
- Respect the rights, privacy and confidentiality of other patients and staff.
- Treat staff and other patients with respect.
- Show respect for office property and the property of other patients and visitors.
- Provide the office with complete and current insurance information.
- Pay bills promptly or call if you are having difficulty meeting our payment expectations.
- If you are dissatisfied with our quality of care, safety, coverage or privacy, please bring your concerns to our attention so that we can resolve the problem. If you wish to make a formal complaint, we will let you know how to do so. We will not retaliate in any way and can learn from your honest feedback.