

# **PATIENT RIGHTS AND RESPONSIBILITIES**

WHILE YOU ARE A PATIENT OF DERMATOLOGY REALM AND FAMILY PRACTICE YOUR RIGHTS AND RESPONSIBILITIES INCLUDE:

You have the right to:

- Expect the necessary health services to the best of our ability
- Privacy and confidentiality. All treatment records are confidential unless you have given permission for release of this information
- Be treated with dignity and respect
- Be provided with information concerning your diagnosis, treatment, and prognosis in terms that are understandable to you. When it is not medically advisable to give such information to the patient, this information may be made available to the designated person acting on the patient's behalf
- Review your medical record with a doctor
- Be made aware of unusually lengthy delays in being seen by health care provider at your appointment time
- Refuse treatment and be informed what might happen if you do
- Be made aware of charges and payment methods

You have the responsibility to:

- Provide information about your health, past illnesses, hospitalizations and use of medications
- Follow the care prescribed for you by the doctor
- Ask questions if you do not understand instructions
- Express concerns or complaints in a constructive manner
- Respect the rights of other patients and staff and be understanding if delays are encountered
- Keep all scheduled appointments on time or call in a timely manner to reschedule them
- Provide ALL insurance information, know terms and limits of your coverage and inform staff of any changes
- Pay your bill in a timely manner or talk with our billing department regarding payment plan if necessary