

## PATIENT RIGHTS AND RESPONSIBILITIES

It is our purpose to insure the fair treatment of our patients while maintaining the highest standards for quality care. As a patient of Slocum-Dickson Medical Group, you have certain rights and responsibilities.

### Patient Rights

The **right** to the most appropriate medical treatment available in the least restrictive setting regardless of sex, race, religion, color, national origin, or source of payment.

The **right** to be told in advance of all estimated charges, cost, and reimbursement as well as an itemized and detailed bill for Slocum-Dickson Medical Group services.

The **right** to be treated with dignity and respect.

The **right** to security and personal privacy and confidentiality of information.

The **right** to meet the staff responsible for your care.

The **right** to receive information from your doctor about your diagnosis, treatment, medication lists, and possible outcomes in understandable terms.

The **right** to receive from your doctor information necessary to give informed consent prior to the start of any procedure and/or treatment.

The **right** to make advanced health care decisions or appoint someone to make these decisions on your behalf if you are incapable of understanding a treatment or procedure or unable to communicate your wishes.

The **right** to participate in decisions involving your healthcare; to be involved in an individualized treatment plan; to request the opinion of another doctor at your own expense; to receive a list of medication prescribed; to refuse to take part in research; to refuse any medical treatment; to be informed of Slocum-Dickson Medical Group's rules and regulations concerning treatment and your conduct as a patient; to review the information contained in your medical record if advisable by your doctor; to participate in the patient grievance procedure.

The **right** to be informed of the need for continued care after you leave Slocum-Dickson Medical Group and an explanation if transferred to another facility.

The **right** to be free from mistreatment, abuse, neglect and exploitation and to access protective services, if needed.

The **right** to change providers if other providers are available.

### Patient Responsibilities

Doctors and staff care for the sick and injured. They recognize that to be effective, the effort must be a partnership, with the patient and health care teams working together for the common goal. As a patient you will be expected, within the limits of your abilities, to assume a share of the responsibility for your healthcare.

You have the **responsibility** to bring information about past illnesses, hospitalization, medications and other matters relating to your health to the best of your ability.

You have the **responsibility** to cooperate with all Slocum-Dickson Medical Group personnel caring for you and to ask questions if you do not understand any directions given you.

You have the **responsibility** to be prompt in your payment of Slocum-Dickson Medical Group bills, to provide information necessary for insurance processing and to be prompt about asking questions.

You have the **responsibility** to be respectful of others, of other people's property and that of Slocum-Dickson Medical Group, P.L.L.C.

You have the **responsibility** to help your doctors, nurses, and allied medical personnel in their efforts to return you to health by following their instructions. After you leave Slocum-Dickson Medical Group, you have the responsibility to maintain the treatment recommended by your doctor and to notify him/her of any changes.

You have the **responsibility** of informing Slocum-Dickson Medical Group Administration as soon as possible, if you believe any of your rights have been violated. You can do this by calling the Administration offices at 315-798-1700, or by contacting the Quality Coordinator at 315-798-1795