

Bowling Green Family Physicians

PATIENT RIGHTS AND RESPONSIBILITIES POLICY

The provider and office staff acknowledge and adhere to the following patient Rights and Responsibilities as related to the patient's care.

PATIENT RIGHTS

- * Patients have the right to quality services, appropriate to their health care needs, which are delivered in a timely manner.
- * Patients have the right to appropriate Medically Necessary medical care without Discrimination in regards to sex, culture, economic, education, religion or source of payment.
- * Patients have the right to reasonable access to medical care.
- * Patients have the right to confidentiality in regard o medical and social history, individual medical records and medical information.
- * Patients have the right to be treated with dignity, respect and consideration.
- * Patients have the right to be informed about personal health as it concerns medical conditions, diagnostic tests and treatment plans.
- * Patients have the right to change physicians/providers.
- * Patients have the right to a second opinion.
- * Patients have the right to involvement in decision-making concerning treatment.
- * Patients have the right to refuse participation in research. Human experimentation affecting care or treatment shall be performed only with a patient's informed consent.
- * Patients have the right to auditory and visual during a visit.
- * Patients have the right to refuse the release of information except when the release is required by law.
- * Patients have the right to refuse treatment or therapy. Such persons will be made aware of the consequences of their decision and it will be documented in their medical record.
- * Patients have the right to create Advance Directives which let providers and others know the persons' wishes concerning medical treatment.

PATIENT RIGHTS

- * Patients have the right to assert complaints and grievances about the providers and the health care provided.
- * Patients have the right to be informed about the role of medical students/supervised practitioners and the right to refuse such care.

PATIENT RESPONSIBILITIES

- * To become informed about your insurance plan including benefits available.
- * To become knowledgeable of the system to access medical care.
- * To keep all scheduled appointments and to notify the provider when unable to keep a scheduled appointment.
- * To be on time for all scheduled appointments.
- * To follow all medically appropriate physician orders and prescriptions.
- * To furnish the provider with a copy of your Advance Directives and/or Power of Attorney
- * To treat all personnel with courtesy and respect.
- * To provide complete health status information for accurate diagnosis and appropriate treatment.
- * To always call your PCP before receiving Urgent Care and, when possible, Emergency care.
- * To notify your PCP when you receive Emergency care within twenty-four (24) hours, or as soon as possible.