

Summary of Basic Patients' Rights and Responsibilities

We are committed to serving you with compassion, care, skill, and respect. As one of our patients, you have choices, rights and responsibilities.

You have the *RIGHT*:

- to be treated with dignity and respect;
- to know the names and professional status of people serving you;
- to privacy;
- to confidentiality of your records;
- to receive accurate information about your health-related concerns;
- to know the effectiveness, possible side effects and problems of all forms of treatment;
- to participate in choosing a form of treatment;
- to consent to, or refuse, any care or treatment;
- to select and/or change your health care provider;
- to review your medical records with a clinician;
- to information about services and any related costs.

You also have the *RESPONSIBILITY*:

- to keep appointments or cancel in advance;
- to be honest about your medical history;
- to ask about anything you do not understand;
- to follow treatment advice and medical instructions;
- to report any significant changes in symptoms or failure to improve;
- to respect clinic policies;
- to provide both positive and negative feedback about services and policies.