

Patient's Rights and Responsibilities

As a patient you have certain rights and responsibilities. We recognize that a respectful relationship between the healthcare provider and the patient is the foundation of proper medical care. Copies of this statement are available in our office.

Patients have the right to:

- Receive humane care and treatment, with respect and consideration. Confidentiality of your health records.
- Not be discriminated against on the basis of race, color, national origin, disability, or age.
- Privacy and confidentiality when seeking or receiving care except for life threatening conditions or situations.
- Be informed of and to exercise the option to refuse to participate in any research aspect of your care without compromising access to medical care and treatment.
- Receive accurate information concerning diagnosis, treatment, risks involved, and prognosis of an illness or health related condition.
- Ask about reasonable alternatives to care. A second professional opinion regarding one's health care and treatment.
- Participate actively in decisions regarding one's health care and treatment. Accessible information regarding the scope and availability of services.
- Be informed about any legal reporting requirements regarding any aspect of screening or care.

Patients have the responsibility to:

- Provide complete information about one's illness/problem to enable proper evaluation and treatment.
- Ask questions so that an understanding of the condition or problem is ensured.
- Show respect to health personnel and other patients. Use prescription or medical devices for oneself only.
- Reschedule/cancel an appointment so that another person may be given that time slot. If appointment is not cancelled 24 hours in advanced a fee will be charged.
- Pay bills or file health claims in a timely manner.
- Inform practitioner if one's condition worsens or an expected reaction occurs from a medication.
- Designate an emergency contact whom may be contacted in case of an emergency or change in the patient's condition.

Procedures About Complaints

As a patient you are entitled to a fair and quality treatment. Due to the volume of patients and unexpected emergencies, you may experience a certain amount of waiting time, but rest assured that we will always try to serve you as quickly as possible.

Our goal is to serve you with respect and care, but if at any time you feel that there are issues or complaints you would like to share with us, please feel free to voice them. You have the right as a patient to voice your complaints about any employee or the service you received, without any repercussions. We will strive to resolve any issue or complaint in the fairest way possible so that quality of care is maintained.

We appreciate all your feedback.

Sincerely,

Genesis Family Care, P.A.