

## **High Point Family Medicine, LLC**

### **Patient Rights and Responsibilities**

High Point Family Medicine's Patient Rights and Responsibilities will apply to all patients while under our professional care.

1. All patients, or parent(s)/guardian of patients, will have access to a copy of their rights and responsibilities, which will be located in the clinics.
2. All clinic staff will be informed of Patient Rights and Responsibilities at the time their employment commences.
3. A patient under 18 years of age or unable to make their own decisions appropriately cannot authorize treatment. Except in emergency situations, the parent(s), guardian, or a designee must personally or verbally authorize the evaluation and treatment of the patient. They will be informed of the treatment plan if desired. Authorization of patient treatment will be received in good faith.
4. If a patient, parent, or legal guardian has a complaint or concern regarding the care of the patient, it will be reviewed in accordance with our Complaint and Grievance Policy.
5. You have the right to request and review a copy of our complete Patient Rights and Responsibilities document.

# High Point Family Medicine, LLC

## Patient Responsibilities

You are ultimately responsible for your health! When you are well informed, participate in treatment decisions, communicate honestly with your physician and other health professionals, and comply with treatment recommendations, your partnership with us is optimized. Your responsibilities as a patient at High Point Family Medicine, LLC, are a vitally important part of achieving the best quality health:

- The patient is responsible for following hospital and clinic rules and regulations affecting patient care and conduct.
- The patient is responsible for arriving on time for scheduled appointments.
- The patient is responsible for giving clinic staff and physicians at least three days' notice with requests for prescription refills or document completion.
- The patient is responsible for completion of all applicable paperwork prior to physician interaction or signature.
- The patient is responsible for accurately representing the nature of his/her appointment to reception and nursing staff.
- The patient is responsible for providing accurate personal and contact information.
- The patient is responsible for providing a complete and accurate medical history.
- The patient is responsible for making it known whether he/she clearly comprehends a contemplated course of action and the things he/she is expected to do.
- The patient is responsible for providing information about deviations from the recommended treatment plan.
- The patient is responsible for being considerate of the rights of other patients and clinic personnel and property. Courtesy is appreciated by all.
- The patient is responsible for providing the clinic with accurate and timely information concerning his/her sources of payment and ability to meet financial obligations.
- The patient is responsible to cooperate with his/her physician and clinic staff as they advise the patient's efforts to achieve better health.

# High Point Family Medicine, LLC

## Patient Rights

As a patient at High Point Family Medicine, LLC, your rights include:

- The right to receive appropriate care, regardless of race, creed, color, national origin, religion, sex, age, and/or handicap.
- The right to considerate and respectful care.
- The right to have privacy to the extent practical while receiving treatment or care here.
- The right to expect that all communications and records pertaining to your care will be treated as confidential.
- The right to refuse treatment to the extent permitted by law and to be informed of the consequences of that refusal. When a refusal of treatment prevents a clinic or its staff from providing appropriate care according to its ethical and professional standards, the relationship with the patient may be terminated upon reasonable notice.
- The right to receive and examine an explanation of your medical record and clinic bill.
- The right to be involved in treatment planning.
- The right to have an advance directive, such as a living will or durable power of attorney for health care. These documents express your choices about your future care or the name of someone to decide if you cannot speak for yourself. If you have a written advance directive, you should provide a copy to the clinic, your family, and your hospital of choice.

If you have any questions pertaining to your rights and responsibilities as a patient at High Point Family Medicine, LLC, please ask any of our exceptional staff. Our mission at High Point Family Medicine is to help you improve your physical, emotional, relational, and spiritual health.