

## ***Statement of Patients' Rights***

### **Patients have the right to:**

- \* Be treated with dignity and respect.
- \* Fair treatment; regardless of their race, religion, gender, ethnicity, age, disability, or source of payment.
- \* Have their treatment and other information kept private. Only where permitted by law, may records be released without patient permission.
- \* Easily access timely care.
- \* Know about their treatment choices. This is regardless of cost or coverage by the patient's benefit plan.
- \* Share in developing their plan of care.
- \* Information in a language they can understand.
- \* A clear explanation of their condition and treatment options.
- \* Information about Aroga Medical Associates, its practitioners, services and role in the treatment process.
- \* Information about clinical guidelines used in providing and managing their care.
- \* Ask their provider about their work history and training.
- \* Give input on the Patients' Rights and Responsibilities policy.
- \* Know about advocacy and community groups and prevention services.
- \* Freely file a complaint or appeal and to learn how to do so.
- \* Know of their rights and responsibilities in the treatment process.
- \* Receive services that will not jeopardize their employment.
- \* Request certain preferences in a provider.
- \* Have provider decisions about their care made without regard to financial incentives.

## ***Statement of Patients' Responsibilities***

### **Patients have the responsibility to:**

- \* Treat those giving them care with dignity and respect.
- \* Give providers information they need. This is so providers can deliver the best possible care.
- \* Ask questions about their care. This is to help them understand their care.
- \* Follow the treatment plan. The plan of care is to be agreed upon by the patient and provider.
- \* Follow the agreed upon medication plan.
- \* Tell their provider and primary care physician about medication changes, including medications given to them by others.
- \* Keep their appointments. Patients should call their provider as soon they know they need to cancel visits.
- \* Let their provider know when the treatment plan isn't working for them.
- \* Let their provider know about problems with paying fees.
- \* Report abuse and fraud.
- \* Openly report concerns about the quality of care they receive.

*Welcome  
To Our Practice*

Patients' Rights  
and Responsibilities

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