

PATIENT RIGHTS AND RESPONSIBILITIES

The Staff and Physicians at Infectious Diseases Associates, P.C. respect the dignity and rights of each individual and take seriously our responsibility to provide the highest quality of medical care available.

YOU HAVE THE RIGHT TO:

- Receive respectful care regardless of age, race, sex, religion, sexual orientation or sources of payment for that care.**
- Reasonable access to care.**
- Considerate care that respects your personal and cultural values and belief systems.**
- Informed participation in decisions regarding your care.**
- Voice complaints, without recrimination, regarding the care received and to have those complaints reviewed by our Privacy Officer or designee, and, when possible, resolved.**
- Request resolution of ethical issues by notifying the Privacy Officer of concerns.**
- Be free from verbal or physical abuse or harassment.**
- Have reasonable continuity of care and be informed of continuing health requirements.**
- Receive an explanation of your office bill regardless of source of payment.**
- Refuse treatment to the extent permitted by law.**
- Access protective services. A resource list is available upon request. Request should be made to any caregiver.**
- Be informed of any human experimentation or other research/education projects affecting your care.**
- Personal privacy and confidentiality of information.**
- Designate a representative decision maker in the event you are incapable of understanding a proposed treatment or procedure, or if you are unable to communicate your wishes regarding care.**
- Appropriate assessment and management of pain.**

Patient Rights and Responsibilities

YOU HAVE THE RESPONSIBILITY TO:

- Provide accurate and complete information about your present complaints, past illnesses, hospitalizations or other matters pertaining to your health.
- Provide accurate information concerning insurance and/or arrangement of payments to the hospital.
- Report unexpected changes in your condition to your physician.
- Provide feedback about service needs and expectations.
- Understand a possible course of care and what is expected of you; or let appropriate staff know if you need additional assistance.
- Follow office rules and regulations affecting patient care and conduct.
- Assure financial obligations for healthcare are fulfilled as promptly as possible.
- Be considerate of the rights of other patients and office personnel.
- Report to your doctor if you believe you cannot follow through with your treatment and/or discharge instructions.

To report any issue which cannot be resolved promptly by staff to our Privacy Officer by dialing 770-991-1500.