

PATIENTS RIGHTS AND RESPONSIBILITIES

Statement of Patients' Rights:

- ❖ Patients have the right to be treated with dignity and respect.
- ❖ Patients have the right to fair treatment.
- ❖ Patients have the right to have their treatment and other information kept private.
- ❖ Patients have the right to privacy. Only with consent, or if required by law, can records be released.
- ❖ Patients have the right to have an easy-to-understand explanation of their condition and treatment.
- ❖ Patients have the right to know about all their treatment choices, regardless of cost or whether covered by insurance.
- ❖ Patients have the right to get information about their insurance carrier's role in the treatment process.
- ❖ Patients have the right to information about providers' professional backgrounds.
- ❖ Patients have the right to know of their rights and responsibilities in the treatment process.
- ❖ Patients have the right to share in the formation of their plan of care.

Statement of Patients' Responsibilities:

- ❖ Patients have the responsibility to give providers information they need. This is so they can deliver the best possible care.
- ❖ Patients have the responsibility to let their provider know when the treatment plan no longer works for them.
- ❖ Patients have the responsibility to follow their medication plan. They must tell their provider about medication changes, including medications given to them by other providers.
- ❖ Patients have the responsibility to treat those giving them care with dignity and respect.
- ❖ Patients should not take actions that could harm the lives of Medpsych Health Services, L.L.C. employees, providers, or other patients.
- ❖ Patients have the responsibility to keep their appointments. Patients should call their providers as soon as possible if they need to cancel visits. **Patients will be billed for missed or late cancelled appointments.**
- ❖ Patients have the responsibility to ask their providers questions about their care. This is so they can understand their care and their role in that care.
- ❖ Patients have the responsibility to follow the plans and instructions for their care.
- ❖ Patients have the responsibility to plan medications visits or refills in advance so as to not precipitate emergency calls.
- ❖ Patients have the responsibility to let their provider know about problems with paying fees.
- ❖ Patients have the responsibility to work with their insurance company as needed to obtain authorizations for their care.
- ❖ Patients have the responsibility to inform their providers of any change in insurance coverage as soon as it is known in order to avoid the non-payment by insurances and thus self-pay charges.

Patients have ultimate responsibility for payment of services.