



## **PATIENT RIGHTS & RESPONSIBILITIES**

As a patient of our practice, we consider you an important partner in your healthcare. When you are well informed, participate in decisions, and communicate openly with your doctor and other health professionals, you help make your care as effective as possible.

### **PATIENT RIGHTS**

- The patient has the right to high-quality care delivered in a safe, timely, efficient and cost-effective manner and the right to be assured that the expected results can be reasonably anticipated.
- The patient has the right to dignity, respect and consideration of legitimate concerns.
- The patient has the right to privacy and confidentiality.
- Patients are involved in all aspects of care. Informed consent, following a discussion of risks, benefits and alternatives, should be obtained. The patient has the right to information about the current diagnosis, treatment and prognosis. If it is not advisable to give such information to the patient for health reasons, the information should be available to a person designated by the patient or a legally authorized person.
- The patient has the right to be advised of all reasonable options/alternatives for care and treatment and the potential advantages/disadvantages of each. Included in this should be a discussion of the advantages/disadvantages and alternatives to having the procedure performed in the Endoscopy Suite.
- The patient has the right to refuse any diagnostic procedure or treatment, and to be advised of the likely medical consequences of such refusal.
- The patient has the right to education to address his or her needs. The educational process should consider the patient's values, abilities, readiness to learn and patient and family responsibilities in the care process.
- The patient has the right to every consideration of his or her privacy concerning his or her own medical care. Case discussion, consultation, examination, and treatment are confidential and will be conducted discreetly. Those not directly involved in his or her care must have permission of the patient to be present.
- The patient has the right to expect that all communications and records pertaining to his or her care are confidential unless permission has been given to release the records or reporting is required and or permitted by law.
- The patient has the right to review the records pertaining to his or her medical care within a reasonable time frame and to have the information explained or interpreted as necessary, except when restricted by law. The patient may request in writing a copy of his or her medical record. However, the office/suite has the right to collect a reasonable fee for these copies.
- The patient has the right to be informed of any investigational, research, or educational activities related to his or her care. The patient has the right to refuse to participate in any such activity and to review that decision periodically.
- The patient has the right to file a complaint or grievance and to be informed of available resources for resolving complaints or grievances. They may also contact the Virginia Center for Quality Health Care Services and Consumer Protection by phone at 1.800.955.1819 or 804.367.2106 or in writing at 3600 West Broad Street, Suite 216, Richmond VA 23220.
- The patient has the right to examine and receive an explanation of his or her bill and to be informed of available payment methods.
- The patient has the right to change providers. We have a number of Board Certified Colon and Rectal Surgeons and they have a wide variety of practice styles in order to meet the expectation of all our patients.
- The patient has the right to have an advance directive, such as a Living Will or Medical Durable Power of Attorney for Healthcare, and an appointment of an agent to make an anatomical gift. The patient has the right to expect that the facility will honor their advance directive to the extent permitted by law.

### **PATIENT RESPONSIBILITIES**

- The patient is responsible for providing accurate and complete information about present and past illnesses, advance directives, medications, and other matters relating to his or her health. He or she shall report unexpected changes in his or her condition to his or her physician, and indicate that he or she understands the contemplated course of treatment.
- The patient is responsible for asking for clear expectations of his or her diagnosis, treatment, and his or her role in his or her care, including knowledge and skills needed for his or her care.
- The patient is responsible for following the treatment plan recommended by his or her physician and for following our office rules and regulations affecting patient care and conduct.
- The patient is responsible for accepting the financial obligations incurred in his or her healthcare and fulfilling such obligations promptly.
- The patient is responsible for being considerate of the rights of other patients and office personnel and for respecting the property of others.
- The patient is responsible for abiding by our office rules and regulations.