

## PATIENT RIGHTS AND RESPONSIBILITIES

### YOU HAVE THE RIGHT TO

- Be treated with respect and dignity by all Family Foot Center staff.
- Be assured of privacy and confidentiality regarding your health and your care.
- Have access to details about your rights and responsibilities as a patient and consumer.
- Be able to access information about Family Foot Center, our providers, and how to use our services.
- Receive timely access to quality care and services.
- Have access to information about the qualifications of the professionals caring for you.
- Participate in decisions regarding your health care.
- Give consent to-or refuse- care, and be told the consequences of consent or refusal.
- Have an honest discussion with your practitioner about all your treatment options, regardless of cost or benefit coverage, presented in a manner appropriate to your medical condition and ability to understand.
- Expect your physician to provide, arrange, and/or coordinate your care.
- Change your physician for any reason.
- Be educated about your role in reducing medical errors and the safe delivery of care.
- Voice opinions, concerns, positive comments, or complaints.
- Appeal a decision and receive a response within a reasonable amount of time.
- Suggest changes to consumer rights and responsibilities and related policies.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliations.
- Be free from all forms of abuse, harassment, or discrimination.
- Be free from discrimination, reprisal, or any other negative action when exercising your rights.
- Request and receive a copy of your medical records, and request amendment or correction to such documents, in accordance with applicable state and federal laws.

### AS A PATIENT IT IS YOUR RESPONSIBILITY

- Provide accurate information, to the extent possible, that Family Foot Center requires to care for you. This includes your health history and your current condition. Family Foot Center also needs your permission to obtain needed medical and personal information. This includes your name, address, phone number, marital status, dependent's status, and names of all insurance companies.
- Use providers affiliated with your health plan for health care benefits and services
- Know and understand your coverage, follow plan procedures, and pay for the cost of care not covered in your contract.
- Understand your health needs and work with your physician to develop mutually agreed upon goals about ways to stay healthy or get well when you are sick.
- Understand and follow instructions for treatment, and understand the consequences of following or not following instructions.
- Be active, informed, and involved in your care, and ask questions when you do not understand your care or what you are expected to do.
- Be considerate of other patients, your health care team, and Family Foot Center. This includes arriving on time for appointments, and notifying staff if you cannot make it on time or if you need to reschedule.