

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 Private Health Information kept private. Only where permitted by law, may records be released without patient permission.
- Know of their rights and responsibilities in the treatment process.
- 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.
- A clear explanation of their condition and treatment options.
- Information about ADA/CSC, its practitioners, and services.
- Information about clinical guidelines used in providing and managing their care.
- Ask their provider about their work history and training.
- Freely file a complaint or appeal.
- Know about advocacy and community groups and prevention services.

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.
- Comply with the agreed upon treatment plan.
- Tell their provider and primary care physician about medication changes, including exact dosages, frequency of use and reason for use as well as medications given to them by others.
- Keep their appointments. **Patients should cancel their appointment 24 hours before their scheduled appointment time. If you do not cancel your appointment 24 hours before your scheduled appointment time, you will be assessed a \$100.00 no show fee.**
- Let their provider know when the treatment plan isn't working for them.
- Let the billing office know about problems with paying fees.
- Report abuse and fraud.