

Heart City Health Center

Rights and Responsibilities

Staff members at Heart City Health Center are dedicated to providing you with the best possible care and treatment. As a participant in your health care, your rights and responsibilities at Heart City Health Center are:

RIGHTS

1. You will be treated with courtesy.
2. You are entitled to information concerning your diagnosis, treatment, and prognosis.
3. You have the right to participate in making decisions regarding your health care.
4. You have the right to know the names of the people caring for you and their role in your treatment.
5. In most cases, you may look at or obtain copies of your medical records. A fee will be charged for copies.
6. You may expect privacy and safe surroundings while you are at the center.
7. You may expect that information and records about your care will be kept confidential.
8. You will be notified in advance whenever possible, when your provider cannot keep an appointment.
9. You may ask questions if you are dissatisfied with your care.
10. You will not be discriminated against because of your race, religion, color, national origin, gender, age, political beliefs, handicaps, marital status, sexual preference, or source of payment.
11. You have a right to the best possible care. You will not be deprived of any benefits, rights or privileges guaranteed by federal or state law.

RESPONSIBILITIES

1. You are expected to observe Heart City Health Center rules.
2. You must have an appointment to see a provider.
3. If you cannot keep a scheduled appointment, it is your responsibility to call and cancel before your scheduled appointment time. Three (3) missed appointments, (No Call or No Show) within a 12 month period will be reviewed for termination from the Practice. This termination may affect the entire family/ household.
4. Tell your provider as accurately as you can all about your past illnesses and your present condition, including hospital stays, seen another doctor in the past, taking medications, bring a list of medications with dosages.
5. If your condition changes, or if you have a problem with your treatment, tell your provider immediately.
6. If you do not understand your treatment, or what is expected of you, tell your provider immediately.
7. Follow the advice and instructions your provider gives you about your care.
8. If you refuse treatment or do not follow instructions, you may be denied further care at the center.
9. The charge for your treatment is your responsibility. Payment for services is requested at the time of your appointment. You will be billed for any balance owed.

