

Patient Rights, Responsibilities, and Office Policies

Please review before receiving care

Patient rights

Patients have the right to respectful, nondiscriminatory care; privacy and confidentiality; understandable information about diagnosis and treatment; participation in care decisions; information about alternatives, risks, and expected benefits; access to records as permitted by law; an explanation of charges; interpreter or accessibility assistance when reasonably available; and the ability to raise concerns without retaliation.

Patient responsibilities

Patients are expected to provide accurate and complete health, medication, allergy, insurance, and contact information; ask questions when information is unclear; follow the agreed treatment plan or discuss barriers; treat staff and other patients respectfully; safeguard portal credentials; meet financial obligations; and notify the practice promptly of changes or inability to attend.

Appointments, cancellations, and late arrival

Please provide at least 24 hours' notice when canceling or rescheduling when possible. Repeated missed appointments or late cancellations may result in a reasonable fee when permitted and disclosed, or review of the patient-practice relationship. Late arrival may require a shortened visit or rescheduling to protect other patients' appointment times. Emergencies and exceptional circumstances will be considered.

Prescription refills and controlled medications

Request routine refills before medication runs out. Processing time varies, and some medications require an appointment, laboratory monitoring, or review of the prescription-monitoring program. Controlled medications are prescribed only when clinically appropriate and may require a separate treatment agreement. The practice does not guarantee early replacement of lost, stolen, or damaged medication.

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Communication, results, after-hours care, and emergencies

Test results and portal messages

Results will be communicated through the portal, telephone, or a follow-up visit according to clinical significance. Normal results may be released electronically without a telephone call. Contact the practice if you have not received an expected result within the timeframe discussed. Portal messages are for nonurgent matters and may require an appointment when medical assessment is needed.

After-hours and emergencies

For a life-threatening emergency, call 911 or go to the nearest emergency department. Do not use voicemail, email, text, or the portal for emergencies. After-hours coverage is intended for urgent clinical concerns that cannot safely wait until normal business hours. Prescription refills, routine forms, scheduling, and nonurgent results are handled during business hours.

Referrals, forms, and records

Referral and prior-authorization processing depends on complete information and insurer response times. Administrative forms and record-copy requests may require reasonable processing time and permitted fees. Separate written authorization may be required to disclose records to third parties.

Behavior and safety

Threatening, abusive, discriminatory, harassing, or unsafe conduct is not permitted. The practice may establish behavioral expectations, involve emergency services when necessary, or end the patient-practice relationship with appropriate notice and continuity-of-care steps when permitted by law.

Acknowledgment

I acknowledge that I received or reviewed these policies and had an opportunity to ask questions. I understand that policies may be updated and that current versions will be made available.

Patient/authorized representative signature: _____	Date: _____
Printed name: _____ _____	Relationship: _____