

Kat Motlagh's Health Clinics

THE PATIENT'S RIGHTS & RESPONSIBILITIES

1. Patients are given consideration and respectful care.
2. Patients are provided appropriate privacy regarding medical records and during interviews, examinations, treatment and consultation. Medical information will not be released without patient's written consent.
3. Patients are given an opportunity to participate actively in any decisions regarding medical care, to the extent permitted by the law; this includes the right to refuse treatment.
4. Patients are provided, to the degree known, complete information concerning their diagnosis, treatment, and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.
5. Patient should have knowledge of the name of the physician primarily responsible for care, and the names and roles of any other physician involved in their care.
6. Patients should have reasonable continuity of care and to know in advance, the time and location of appointment as well as the identity of persons providing care.
7. Patients, prior to treatment, are informed of their financial responsibility and are provided with a receipt.
8. Patients have the ability to have their complaints addressed, and to receive an appropriate response.
9. Facility should provide information to patients and staff concerning:
 - Services available at the facility
 - Provision for after-hour and emergency care
 - Fees for services and payment policies
 - Methods for expressing grievances and suggestions to the facility

PATIENT'S RESPONSIBILITIES

1. Patients are to participate in, and follow agreed-upon plan of care.
2. Patients are to fully participate in decisions involving their own health care.
3. Patients are to cooperate with the physician and ask questions if not understanding instructions or information.
4. Patients are to provide physician with a complete and accurate history about illnesses, hospitalizations, medications and other matters related to your health.
5. Patients are to notify the facility if there is any problem or dissatisfaction with care or services.

6. Patients are to treat personnel with respect, consideration and dignity.
7. Patients are to give 24 hour notice when cancelling an appointment.