



## PATIENT RIGHTS

All patients of Primary Care, Inc. have the rights listed below.

- **No discrimination.** A patient will not be denied appropriate care on the basis of race, religion, color, national origin, sex, age, disability, marital status, sexual preference, or source of payment.
- **Appropriate access.** Each patient, if physically or visually impaired, will be afforded appropriate physical access to a Primary Care, Inc. facility.
- **Effective communication.** Each patient will be provided with effective means of communication that consider his/her hearing, speech, visual, and language needs.
- **Respect.** A patient is entitled to be treated with dignity and to receive care that is respectful of his/her personal, spiritual, and cultural needs.
- **Exercise of rights.** A patient is entitled to exercise his/her rights as a patient and as a citizen free from restraint, interference, coercion, discrimination, or reprisal. A patient's civil and religious liberties, including the right to independent personal decisions, shall not be infringed.
- **Confidentiality of records.** A patient or former patient is entitled to confidential treatment of his/her personal and medical records. A third party shall not be allowed access to this information without the prior authorization of the patient, except as required because of a transfer to another health care facility, or as required by law or a third-party payment contract.
- **Inspection of medical records.** A patient or former patient is entitled to inspect his/her medical record upon request, or to receive for a reasonable fee, a copy of the medical record.
- **Privacy.** A patient is entitled to privacy, to the extent feasible, in treatment and in caring for his/her personal needs.
- **Appropriate care.** A patient is entitled to receive adequate and appropriate care.
- **Advance directives.** A patient has the right to make advance directives for his/her care, to designate someone to make decisions on his/her behalf, or to receive information on how to make an advance directive.
- **Information about treatment.** A patient is entitled to receive the following from the appropriate individual: information about his/her medical condition, proposed course of treatment, prospects for recovery, and available choices for treatment. Information is in terms the patient can understand. A patient is entitled to know who is responsible for, and who is providing, his/her direct care.
- **Patient participation in care decisions.** A patient is entitled to participate in decisions about his/her plan for treatment.
- **Family participation in care decisions.** A patient may choose whether or not to have family members involved in his/her care decisions.
- **Visitors.** A patient has the right to receive the visitors whom he or she designates, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend, and has the right to withdraw or deny such consent at any time. A patient's visitor will not be restricted, limited, or otherwise denied visitation privileges on a basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
- **Experimental procedures/treatment.** A patient is entitled to information concerning an experimental procedure proposed as part of his/her care and shall have the right to refuse to participate in the experiment without jeopardizing his/her continuing care.
- **Pain Management.** Every patient has the right to have his/her pain assessed and appropriately managed.
- **Refusal of treatment.** A patient is entitled to refuse treatment to the extent provided by law and to be informed of the consequences of that refusal. However, when a refusal of treatment prevents Primary Care, Inc. or the physician from providing appropriate care according to ethical and professional standards, Primary Care, Inc. or physician may terminate the relationship with the patient.
- **Freedom from restraint and abuse.** A patient is entitled to be free from mental and physical abuse and from physical and chemical restraints, except those restraints as part of a clinical protocol for suturing, blood drawing purposes, etc., where confinement is necessary for the patient's safety in the implementation of such procedures.
- **Personal safety.** A patient is entitled to expect reasonable safety as to Primary Care, Inc.'s practices and environment.
- **Explanation of the bill.** A patient is entitled to receive and examine an explanation of his/her bill, regardless of the source of payment and to receive, upon request, information relating to financial assistance available through Primary Care, Inc..
- **No services by the patient.** A patient is entitled to be free from performing services for Primary Care, Inc. that are not included for therapeutic purposes in the patient's plan of care.
- **Information about resolving complaints.** A patient is entitled to information about procedures for initiation, review, and resolution of patient complaints.

If a patient believes that he/she is not able to exercise any of the foregoing rights, the patient is invited to contact  
Practice Management at (810) 342-1040.

## PATIENT RESPONSIBILITIES

Each patient of Primary Care, Inc. is expected to carry out the responsibilities listed below.

- **Advance directives.** Each patient shall provide a copy of an advance directive, if available, for inclusion in patient's medical record.
- **Concern for Safety.** Each patient is responsible for notifying a member of the staff of concerns regarding the safety of the office environment or the treatment he/she is receiving.
- **Following instructions.** Each patient is responsible for following the treatment plan recommended by the patient's health care team, including physicians, nurses and therapists. This responsibility also includes keeping appointments and giving adequate notice when unable to keep appointment.
- **Lack of understanding.** Each patient is responsible for making it known if he/she does not understand the description of his/her condition or the description of the course of treatment proposed for his/her condition.
- **Medical history.** Each patient is responsible for providing honest and complete information about his/her current condition and about his/her past medical condition and treatment.
- **Refusal of treatment.** Each patient has the right to refuse treatment, but a patient who refuses treatment is responsible for the results of the decision to refuse treatment.
- **Charges for treatment.** Regardless of the type of insurance the patient has, the patient is responsible for paying for, or for ensuring payment for, the medical treatment rendered to him/her at Primary Care, Inc..
- **Primary Care, Inc.'s rules and regulations.** Each patient is responsible for following the rules and regulations of Primary Care, Inc. regarding patient care and conduct.
- **Respect for others and property.** Each patient is responsible for being considerate of the rights of other patients and Primary Care, Inc. personnel. This responsibility particularly recognizes that other patients may be harmed by noisy conversations or behavior. Each patient is also responsible for being respectful of Primary Care, Inc.'s property.