



**FLINT RIVER
FAMILY MEDICINE, P.C.**

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Patient Rights and Responsibilities

The Basic Rights of All Patients of Flint River Family Medicine, P.C.

1. Care shall be provided impartially without regard to race, creed, sex, or national origin.
2. Patients are entitled to considerate, respectful, and dignified care, at all times.
3. Patients are entitled to personal and informational privacy as required by law. This includes the right to:
 - a. Refuse to see or talk to anyone not officially affiliated with the office or involved with his/her care;
 - b. Wear appropriate personal clothing, religious, or other symbolic items which do not interfere with prescribed treatment or procedures;
 - c. Examination in reasonably private surroundings, including the right to request a person of one's own gender present during certain physical examinations;
 - d. Have one's medical records read and discussed discreetly;
 - e. Confidentiality regarding one's individual care and/or payment sources;
4. Patients and/or patients' legally designated representatives have the right to access to information contained in the patient's medical record, within the limits of the law and in accordance with hospital policies.
5. Patients at Flint River Family Medicine, P.C. have the right to know the identity and professional status of all persons participating in their care.
6. Patients are entitled to know the status of their condition including diagnosis, recommended treatment and prognosis for recovery.
7. Patients have the right, in collaboration with their physicians, to make decisions involving their health care, including acceptance or refusal of medical care or treatment to the extent permitted by the law and to be informed of the medical consequences of such refusal.
8. Patients are entitled to formulate advance directives and appoint a surrogate to make health care decisions on their behalf to the extent permitted by law.
9. Patients are entitled to receive an itemized, detailed explanation of charges related to services rendered in their behalf.
10. Patients will not be transferred to another facility or location without explanation of the necessity for such action.
11. A patient's guardian, next of kin, or legally authorized responsible person may exercise, to the extent permitted by law, the rights delineated on behalf of the patient if the patient has been judged incompetent in accordance with the law, or is found by his/her physician to be medically incapable of understanding the proposed treatment or procedure, or is unable to communicate his/her wishes regarding treatment, or is a minor.

Patient Responsibilities

1. Patients are responsible for providing Flint River Family Medicine, P.C. and its practitioners with complete and accurate information regarding present and past illnesses and operations, hospitalizations, medications, and other health-related items, including any unanticipated changes in their condition.
2. Patients are responsible for following recommended treatment plans prescribed and/or administered by their primary practitioner or those assisting him/her, including keeping appointments relative to their care.
3. Patients who refuse prescribed treatments or do not follow their practitioner's instructions assume full responsibility for the consequences of such actions.
4. Patients are responsible for ensuring prompt and complete payment of their office bills.
5. All patients must follow Flint River Family Medicine, P.C. rules and regulations relative to patient care and conduct. This includes consideration and respect for the rights and property of other patients and office personnel, as well as responsibility for the actions of their visitors and guests.