

Hampton Roads Gastroenterology, PC  
PATIENT RIGHTS AND RESPONSIBILITIES

PURPOSE:

To provide a means for staff and patients to become aware that each patient's rights and responsibilities are recognized by our organization.

POLICY:

All staff should become familiar with Patient Rights and Responsibilities and should know the institution's policy. The patients' rights are to be maintained and updated when necessary by the Office Administrator. Copies are to be kept in the patient waiting area where they are accessible to all patients. A copy is also given to each employee when they receive their handbook. Hampton Roads Gastroenterology, PC, have adopted the following list of PATIENT RIGHTS.

This list includes, but is not limited to, the patient's right to:

- Exercise these rights without regard to sex or cultural, economic, educational or religious background or the source of payment for his/her care.
- Considerate and respectful health care.
- Knowledge of the name of the physician who has primary responsibility for coordinating his/her care and the names and professional relationships of other physicians and non-physicians who will see him/her.
- The right to change physicians.
- The right to receive information from his/her physician about his/her illness, course of treatment and prospects for recovery in terms that he/she can understand.
- The right to receive as much information about any proposed treatment or procedure as he/she may need in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in this treatment, alternate course(s) of treatment or non-treatment and the risks.
- The right to full consideration of privacy concerning his/her medical care program. Case discussion, consultation, examination and treatment are confidential and shall be conducted discreetly. The patient has the right to be advised as to the reason for the presence of any individual.

- Confidential treatment of all communications and records pertaining to his/her care.
- The right to obtain reasonable responses to any reasonable request he/she may make for service.
- The right to leave even against the advice of his/her physician.
- The right to reasonable continuity of care, and to know in advance the time and location of his/her appointment, as well as the physician providing the care.
- The right to be advised if the facility or personal physician proposes to engage in or perform human experimentation affecting his/her care or treatment. The patient has the right to refuse to participate in such research projects without compromising access to care.
- The right to be informed by his/her physician, or a delegate of his/her physician, of continuing health care requirements.
- The right to receive information regarding fees and payment schedules.
- The right to examine and receive an explanation of his/her bill regardless of source of payment.
- The right to an explanation of required pre-payments and insurance allowable amounts.
- The right to talk to the person who may have the legal responsibility to make decisions regarding medical care on behalf of the patient.
- The right to make suggestions to the organization and file grievances.
- The right to a Patient Portal token code, NextMD Patient Portal, and their Electronic Patient Health Record.
- The right to submit medication refill requests via the Patient Portal.
- The right to submit secure messages to office staff/physicians via the Patient Portal.
- The right to review any lab results ordered by the procedure via the Patient Portal.
- The right to review office appointment and cancellation policies.
- The right to a Patient Plan at the conclusion of all clinic office visits with the provider.
- All personnel shall observe these patient rights.

## PATIENT RESPONSIBILITIES

The care a patient receives depends partially on the patient himself. Therefore, in addition to these rights, a patient has certain RESPONSIBILITIES as well. These responsibilities shall be presented to the patient in the spirit of mutual trust and respect.

- The patient has the responsibility to provide accurate and complete information concerning his/her present complaints, past medical history, and other matters relating to his/her health.
- The patient is responsible for making it known whether he/she clearly comprehends the course of his/her medical treatment and what is expected of him/her.
- The patient is responsible for following the treatment plan established by his/her physician, including the instructions of nurses and other health professionals, as they carry out the physician's orders.
- The patient is responsible for keeping appointments and for notifying the site or the physician when he/she is unable to do so.
- The patient is responsible for his/her actions should he refuse treatment or not follow his/her physician's orders.
- The patient is responsible for assuring that the financial obligations of his/her care are fulfilled as promptly as possible. 4
- The patient is responsible for activating their NextMD Patient Portal account, as well as maintaining any usernames, passwords, security questions and answers, and designated authorized users.
- The patient is responsible for following facility policies and procedures.
- The patient is responsible for being considerate of the rights of other patients and facility personnel.
- The patient is responsible for being respectful of his/her personal property and that of other persons in the facility.

Please contact our practice manager, Loren Michaud, at 826-7785 with any questions or concerns