

Urology Associates of Kingsport, P. C.

Patient's Rights and Responsibilities

YOUR RIGHTS: As a patient of this office you have the right:

- To receive information about the office policies/procedures; To be informed, in advance about the care to be furnished, and of any changes in the care to be furnished;
- To be informed before care is initiated, orally &/or in writing, at your request of the (1)Extent to which payment may be expected from Medicare, Medicaid, or other federally funded programs; (2) Charges not covered by Medicare; (3) Charges that patient may have to pay; (4) Cost of care.
- To receive services without regard to race, creed, color, religion, sex, national origin, sexual preference, handicap or age;
- To receive information needed to assure your informed consent for treatment; receive reasonable and appropriate information concerning your condition, treatment; unless the physician determines the knowledge would harm the patient and records such determination in the patient's record;
- To receive reasonable continuity in staffing;
- To receive the name and title of any staff involved in your care;
- To receive courtesy and respect from all staff at all times;
- To decline services after having received reasonable information;
- To be informed of your rights through written notice of rights prior to or during the initial evaluation visit;
- To exercise your rights as a patient-family or guardian may exercise your rights when you are judged incompetent;
- To participate in decisions concerning your care; right to participate in the planning of care and be advised in advance of your properties by anyone who is furnishing services on behalf of this office; "and will not be subjected to discrimination or reprisal for so doing."
- To voice a problem, complaint, grievance, or recommend a change, please call or write to the Office Administrator of our office.
- To confidentiality of the clinical records maintained by this office and not released without the patient and/or legal guardians written permission;

To provide the best possible care, the office needs to receive from you:

YOUR RESPONSIBILITIES: accurate, complete information regarding illnesses, hospitalizations, medications, allergies, and other pertinent issues;

- Notice of inability to keep an appointment (please see Financial Policy);
- Knowledgeable of and adhere to the rules and regulations of your insurance policy;
- Participation in the development and update of your care plan;
- Adherence to your individualized care plan;
- Notification to the office of any changes in your care/condition;
- Any questions you have concerning you care;
- Assure that financial obligations are fulfilled as promptly as possible per our office policy.
- Information regarding concerns and problems you have to an office staff member.