

PATIENT BILL OF RIGHTS & RESPONSIBILITIES

AT THE LITTLE CLINIC, THE PATIENT HAS THE FOLLOWING RIGHTS

- To be treated with courtesy and respect with appreciation of his/her individual dignity, and with protection of his/her need for privacy
- To prompt, reasonable response to questions and requests
- To know who is providing healthcare services and who is responsible for his/her care
- To know what patient support services are available, including whether an interpreter is available if he/she does not speak English
- To know what rules and regulations apply to his/her conduct
- To be given, by the healthcare provider, information regarding diagnosis, planned course of treatment, alternatives, risks, and prognosis
- To refuse any treatment, except as otherwise provided by law
- To be given, upon request, full information and necessary counseling on the availability of known financial resources for his/her own care
- To receive, upon request, prior to treatment, a reasonable estimate of charges for healthcare
- A patient who is eligible for Medicare has the right to know, upon request and in advance of treatment, whether the healthcare provider or healthcare facility accepts the Medicare assignment rate
- To receive a copy of a reasonably clear and understandable itemized bill, and upon request, to have the charges explained
- To impartial access to healthcare treatment or accommodations regardless of race, national origin, religion, physical handicap, or source of payment
- To treatment for any emergency medical condition that will deteriorate from failure to provide treatment
- To know if medical treatment is for purposes of experimental research and to give his/her consent or refusal to participate in such experimental research
- To express grievances regarding any violation of his/her rights through The Little Clinic grievance procedure and to the appropriate state licensing agency

THE PATIENT HAS THE FOLLOWING RESPONSIBILITIES

- To provide clinic provider, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters related to his/her health
- To report to the clinic provider unexpected changes in his/her condition
- To report to the clinic provider whether he/she comprehends a contemplated course of action and what is expected of him/her
- To follow the treatment plan recommended by the clinic provider
- To keep appointments as applicable, and when he/she is unable to do so for any reason, to notify the clinic provider
- A patient is responsible for his/her actions if he/she refuses treatment or does not follow the clinic provider's instructions
- To assure that the financial obligations of his/her healthcare are fulfilled as promptly as possible
- To follow the clinic rules and regulations affecting patient care and conduct