



P.O. Box 1978  
Salisbury, MD 21802-1978  
Office 410-749-1015 Fax 410-749-1020

# PATIENT RIGHTS AND RESPONSIBILITIES

## YOU HAVE THE RIGHT.....

- √ to considerate and respectful health care
- √ to know the names and professional status of the people serving you
- √ to privacy/confidentiality concerning your own health care program and medical records
- √ to receive accurate information about your health related concerns
- √ to participate in choosing a form of treatment
- √ to consent to or refuse any care or treatment
- √ to a quick response to reports of pain
- √ to select and/or change your health care provider and to expect reasonable continuity of care
- √ to review your medical records with a clinician
- √ to receive information about services and related costs
- √ to examine and receive an explanation of all charges
- √ to receive full information and counseling on the availability of known financial resources for your health care
- √ to have access to an interpreter when possible if you are a non English-speaking patient
- √ to a timely resolution of any question, complaint, or problem regarding TLC services or procedures
- √ to inspect and copy your personal health information upon written request
- √ to amend your health record, in writing, with a reason to support request
- √ to receive an accounting of disclosures upon written request
- √ to request restrictions on use and disclosure of your information except disclosures we are legally required to make
- √ to receive confidential communications in a certain way. i.e.: mail; at work only, etc.
- √ to paper copy of Notice of Privacy Policy at any time.
- √ to electronic copies of health information and to restrict disclosure to a health plan concerning treatment for which individual paid out of pocket.
- √ to receive notifications of unsecured Patient Health Information

## YOU HAVE THE RESPONSIBILITY.....

- √ to seek medical attention promptly
- √ to be honest about your medical history
- √ to ask about anything you do not understand
- √ to follow health advice and instructions
- √ to report any significant changes in symptoms or failure to improve
- √ to work with your provider and nurse on management of pain
- √ to respect clinic policies
- √ to keep appointments or cancel in advance
- √ to see non-emergency care during regular business hours
- √ to provide useful feedback about services
- √ to make prompt payments on your account and be knowledgeable about your insurance coverage