

HOMESTEAD MEDICAL CLINIC

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STATEMENT OF PATIENT RIGHTS AND RESPONSIBILITIES

As a patient of Homestead Medical Clinic, you can be expected to be treated fairly, kindly, with compassion, dignity and respect. We have created the following Patient Rights and Responsibilities to help ensure you are always treated the way you should.

Our patients have the right to:

- Be fully informed in advance about the care and treatment to take place including, but not limited to, information concerning diagnosis and prognosis in terms you can reasonably understand, types of care, the proposed number of visits and the qualifications of practitioners rendering care.
- Be informed in advance of any changes in the care or treatment to be furnished.
- Participate in decision-making regarding your healthcare, which could include refusing treatment to the extent permitted by law and being fully informed of the medical consequences of this decision.
- Confidentiality of clinical records in accordance with the federal and state laws, to expect that communications and records pertaining to care are treated as confidential and permitted or required by law.
- Receive necessary information from practitioners to give informed consent prior to the start of medical procedures and/or treatment, risks involved, alternatives, modalities, the expectations for a successful outcome and the probable duration or incapacitation. Except in limited circumstances, you designated representative has the right to participate in the consideration of ethical issues that arise in your care.
- Voice concerns about the care and treatment that was, or failed to be rendered without coercion, discrimination, reprisal or reasonable interruption of services for doing so.
- Privacy concerning your medical care plan. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. Those not directly involved in the case must have your permission to be present.
- Examine and receive explanation of the bills and charges regardless of the source of payment.
- Be provided with the Statement of Patient Rights and Responsibilities, as well as truthful and accurate information, which includes understanding literature and materials.
- Be informed on any experimental treatment or research and not receive such treatment or participate in research without documented, voluntary, informed consent.
- Have your family or guardian exercise all of your rights if you are incapacitated and are unable to make health care decisions.
- Expect reasonable continuity of care.
- Have frank and open discussions regarding appropriate and medically necessary treatment options available for your condition, without regard to cost or benefit coverage.

Patients have the responsibility to:

- Provide, to the best of their knowledge, accurate and complete information about your present health status, including past illnesses, hospitalizations, medications and other matters relating to your health
- Seek and obtain services from your primary care physician, except in emergencies or when you need urgent services out-of-area, or when referred by your primary care physician.
- Understand and follow the treatment plan agreed upon with your practitioner.
- Provide all information for medical care reimbursement in a timely manner, including accurate insurance information to assure benefit coverage can be verified.
- Pay invoices as agreed and notify billing personnel if any need for financial assistance.
- Follow clinic and hospital regulations affecting patient care and conduct.
- Be considerate of the rights of other patients and personnel.
- Take an active role in identifying specific activities necessary for care in order to achieve a successful outcome of all treatment goals.
- Understand and ask questions about all forms and other documents which are to be signed and request further information about anything not understood; be sure to ask questions in an urgent situation.
- Call your primary care physician for routine care and when:
 1. You have been admitted to the hospital
 2. You have an unplanned visit to an emergency room
 3. You have problems with your treatment plan
- Be aware of patients' rights on advance directives.
- Notify our office of any questions or concerns regarding care or treatment at **Homestead Medical Clinic, 918-367-6533.**