



## **Patient Rights and Responsibilities**

### ***You, the patient, have the right to...***

#### Respectful Treatment

- Medical/Dental care without regard to race, culture, national origin, gender, age, or disability, and to have your personal individuality respected.
- Be treated with kindness and respect by all staff members.
- Prompt, considerate, and quality medical/dental care.

#### Participation in Decision Making

- Know the name of the provider or nurse/assistant responsible for your care while in our office.
- Information about your condition, treatment, and expected outcome as well as your personal right to accept or refuse medical treatment.
- Make treatment decisions that respect your personal needs and life situation.

#### Confidentiality

- Privacy and confidentiality of all records and communications concerning your treatment to the extent provided by law.
- View or request a copy of your medical record.

#### Financial Information

- Ask for information regarding financial assistance with your account.
- Speak with a patient account specialist regarding your bill.
- Obtain a copy of your itemized bill and have it explained to you.

#### File a Complaint or Grievance

- To file a formal complaint or grievance about the safety or quality of care you received in our office call (757) 859-5015 or submit in writing to:  
Horizon Health Services, Inc.  
Administration Office  
PO Box 210  
Ivor, VA 23866

### ***You, the patient, have a responsibility to...***

- Be respectful and considerate of staff members as well as other patients.
- Provide staff with necessary medical/dental and personal history that may affect your treatment.
- Participate actively in your own care, cooperating with and following directions of HHS clinical staff.
- Communicate to clinical staff your inability or refusal to follow the treatment plan recommended for you.
- Make sure that staff have the correct insurance billing information and that a copy of your card is available to them for reference.
- Pay co-payments at the time of the visit or other bills upon receipt.
- Keep all scheduled appointments.
- Call 24 hours in advance to cancel or reschedule appointments that you cannot keep.
- Refrain from smoking and cell phone use while in our facility.