

# Via Christi Clinic

## Patient Rights & Responsibilities

Via Christi Clinic holds in high regard the fundamental rights of patients. Considerable care is taken to see that patients are treated with respect, consideration, dignity and privacy.

- Confidentiality, as well as privacy and security are provided to patients concerning their medical information.
- Complete information about diagnosis, treatment, and prognosis is provided to patients, except when medically inadvisable. In such cases it will be provided to a patient-designated or legally authorized person.
- Participation in health care decisions is also a patient's right, unless contraindicated for medical reasons.
- The patient's right to change primary or specialty doctors is also respected.
- Accurate and honest billing practices are exercised in accordance with government programs and payer contracts and agreements.
- Patients have the right to refuse to participate in experimental research.
- Patients may express suggestions or grievances to any member of management.

### **As our patient, we expect that you will:**

- Provide us with a complete up-to-date medical history before and during your course of treatment.
- Fully cooperate with the people caring for you during that treatment.
- Seek to understand your health problems as this is vitally important to the success of your treatment. Should questions arise, please feel free to ask your doctor or other medical staff personnel for answers.
- Inform those treating you if you feel uncomfortable following an advised diet or treatment plan.
- Notify your doctor about any unexpected changes in your health.
- Respect the rights of other patients.
- Furnish us with the financial information necessary to determine your ability to pay for services rendered and notify us about any changes in your health insurance.
- Pay your bill in full accordance with our policy, upon receipt of your Via Christi Clinic statement.