

## PATIENT RIGHTS AND RESPONSIBILITIES

P3 Medical Group is committed to delivering a safe, respectful, and effective healthcare environment. In order to establish trust and maintain collaboration with our Providers, and help maximize the quality and efficiency of your care, we have established the following Patient Rights and Responsibilities:

### ***Patient Rights***

As a P3 Medical Group Patient, you have the **right** to:

- Information
  - Know the name and qualifications of all individuals involved in your Care Team;
  - Have access to your medical information in a form you understand;
  - Be provided copies of your medical records upon request;
  - Be informed of estimated costs prior to treatment;
  - Know what resources are available to help manage your health care; and
  - Receive a copy of these Rights and Responsibilities.
- Access to Care
  - Have your new, acute, and chronic healthcare needs addressed through preventive screenings, vaccinations, comprehensive examinations, care management for disease specific conditions, and/or follow-up evaluations;
  - Have access to services, providers, specialists and hospitals within the P3 Network;
  - Exercise choice in obtaining Medicare services; and
  - Appeal a health plan coverage determination.
- Respect
  - Be treated with dignity and respect at all times;
  - Be protected against unethical practices or discriminatory treatment;
  - Obtain an advance directive to enable you to communicate your health care wishes should you become incapacitated;
  - File a complaint and receive a response according to our grievance process;
  - Be free from any form of restraint or seclusion, unless medically necessary, authorized by a provider, and professionally implemented;
  - Have a family member or friend present during any office examination; and
  - Have your privacy and confidentiality respected and maintained by all P3 Medical Group team members.

### ***Patient Responsibilities***

As a P3 Medical Group Patient, you have the **responsibility** to:

- Actively participate your care management
  - Provide accurate and complete information regarding your health;
  - Inform your Provider(s) of any medication allergies and/or side effects;
  - Follow the directions and treatment plans given by your Provider(s);
  - Communicate any barriers which may prevent the directions and/or treatment plan from being followed;
  - Make healthy lifestyle choices;
  - Educate yourself about your own healthcare and your health plan;
  - Be knowledgeable regarding prescribed and over-the-counter medications, vitamins and supplements; and
  - Call the office at least three (3) days prior to when refills are needed.
- Be considerate and courteous
  - Communicate in a constructive manner; and
  - Be respectful and cooperative with Providers and other patients.
- Ensure accurate records and timely payment for services:
  - Inform your Provider if your contact or personal information changes;
  - Pay all copayments, deductibles, and/or past due balance at the time of service; and
  - Bring your insurance card and photo identification to every office visit for verification.

*These Rights and Responsibilities may be subject to limitation or modification under applicable state or federal law.*