

Your rights and responsibilities as a patient at Gardens Neurology

Your have a right to:

1. Be treated with courtesy, respect and appreciation for your individual dignity and with protection of your privacy.
2. Care which includes consideration of the psychological, spiritual and cultural variables that influence your perception of illness.
3. A prompt and reasonable response to questions and requests.
4. Know who is providing medical services and who is responsible for your care.
5. Know what patient support services are available, including whether an interpreter is available if you do not speak English.
6. Know what rules regulations and expectations apply to your conduct as a patient.
7. Be provided, upon request, with information about advance directives and other options for healthcare decisions.
8. Be given, upon request, information by the about diagnosis, planned course of treatment, alternatives, risks and prognosis.
9. Receive upon request an **estimate** of charges for your medical care. Such estimates shall not preclude the facility from exceeding the estimate based upon changes in your condition or additional services that may be needed or necessary.
10. Receive a copy of your itemized bill.
11. Impartial access to medical treatment and care regardless of race, gender, national or ethnic origin, religion, sexual orientation, physical or mental impairment, or source of payment.
12. Receive care in a safe setting, free from verbal or physical abuse or harassment.

You are responsible for:

13. Know that all patient records are confidential and as a patient you have access to the information through your portal.
1. Treating the healthcare staff and other patients with courtesy and respect, conducting yourself in a civil manner no matter the reason for your rage, as staff has the right to work in an environment that is safe for themselves and their patients. Therefore, no yelling, screaming, verbal abuse. No physical violence or throwing objects and no threatening or harassing behavior either in-person, by phone or in writing.
2. Provide your healthcare provider accurate and complete information about present complaints, past illnesses, hospitalization, medications and matters relating to your health.
3. Reporting to the providers whether you understand a planned course of action that is expected of you or whether you need further clarification.
4. Following the treatment plan recommended by the provider.
5. Keeping appointments and when unable to do so for any reason, notifying the office 48 hours in advance.
6. Your actions and/or consequences if you refuse treatment or do not follow healthcare providers' instructions.
7. Assuring that your financial obligations are fulfilled as promptly as possible.
8. Following healthcare facility rules and regulations pertaining to patient care conduct.