

Diagnostic Center of Medicine

Patients Rights and Responsibilities

Members Rights

Members have rights and associated responsibilities in the course of their health care services delivery. All contracted health plans have formal statements of member rights and responsibilities. The following represents some of the rights a member has:

1. Considerate, respectful, and compassionate care regardless of your age, race, gender, religion, national origin, sexual orientation, or physical or mental disability.
2. Privacy and confidentiality concerning your medical care and records.
3. Participate in making informed decisions about the plan of care before and during treatment, when medically possible. You may refuse a recommended treatment to the extent permitted by law, and will be informed of the medical consequences of your refusal.
4. Receive information about diagnosis, treatment and alternatives, indications for tests and procedures, risks and prognosis.
5. A copy of your medical records upon request. Please allow 72 working hours for us to process your request. There may be a fee associated with the release of your medical records.
6. Obtain information regarding pain management.
7. Assistance from a sign language translator. Patients requiring other translation assistance are asked to bring an interpreter with them to the appointment.
8. Health care services provided in a safe environment.
9. Know the identity and professional status of individuals providing services to you.

Patient Responsibilities

As a patient, you and or/your representative are expected to:

- Know your health insurance coverage and related policies concerning required pre-approvals, co-pays covered services, hospitals, physicians and providers covered by your insurance plan.
 1. Pay your clinic bills in a timely matter.
 2. Provide complete and accurate information including your full name, address, home telephone number, date of birth, social security number, current insurance carrier and care, and employer when it is necessary.
 3. Bring your health insurance identification card to each appointment.
 4. Keep appointments, be on time for your appointments, or call as soon as possible (24 hours prior) if you cannot keep appointments.
 5. Ask questions if you do not understand what your physician or other member of you health care teams informs you about your diagnosis or treatment.
 6. Notify your physician, provider or nurse/medial assistant oof any problems or concerns about your prescribed treatment or medications.
 7. Provide complete an accurate information about your health. Including present condition, past illnesses, hospitalizations, medications, natural products and vitamin use, and any other matters that pertain to your health.
 8. Follow the treatment plan, which has been developed and agreed upon by the health care provider and member, and understand the health problems and participate in developing mutually agreed upon treatment goals to the degree possible.
 9. Respect the rights, property and environment of all physicians, staff and patients of Diagnostic Center of Medicine.