



Patient Conduct & Responsibility

Every patient will be informed of their responsibilities and expected conduct while a patient. The purpose is to assure each patient understands their responsibilities to the health care providers.

Patients coming to ACCESS will be made aware of their responsibilities and expected conduct while undergoing treatment.

The responsibilities and conduct are as follows:

- to provide the health care providers with information about any past illnesses, hospitalizations, medications, allergies or sensitivities, and other health matters.
- to ask questions if they do not understand instructions or explanations given by the health care providers and/or staff.
- to keep appointments as scheduled and to telephone the office at least 24 hours.
• in advance, in case of cancellation.
- to follow health care providers instructions and plan of treatment.
- to discuss with their physician the consequences of refusing treatment or not adhering to plan of treatment or leaving AMA. (See Discontinuing Treatment with Problem Patient).
- to make payments for services rendered including deductibles, co-pays and/or balance remaining after insurance pays.
- to notify physician or nurse if patient refuses to allow care from a student or trainee.
- to have a responsible adult for discharge.
- to behave respectfully toward all the healthcare professionals and staff as well as other patients.