

SouthCoast Medical Group, LLC

Policy #: OP 124.1	Title: Patient Rights and Responsibilities
Issued by: Administration / Operations	Effective: January 3, 2005

PURPOSE:

It shall be the policy of SouthCoast Medial Group to protect patient rights to the best of our abilities.

PATIENT RIGHTS:

1. The patient has the right to receive considerate and respectful care.
2. The patient has the right and is encouraged to obtain from physicians and other health care providers relevant, current and understandable information about his or her health care.
3. The patient has the right to know the names of their physician, nurses, and others staff who are involved with their care.
4. The patient has the right to know all treatment options and to participate in decisions about care.
5. The patient has the right to talk privately and in confidence with the health care providers and to have their health information protected.
6. The patient has the right to review his or her medical records and to have the information explained or interpreted except where restricted by law.
7. The patient has the right to a fair and timely review of any complaint against our doctors, staff or other health care professional.

PATIENT RESPONSIBILITIES:

The effectiveness of care and patient satisfaction with the course of treatment depends in part, on the patient fulfilling certain responsibilities:

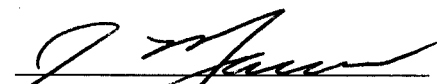
1. The patient is responsible for providing information about past illnesses, hospitalizations, medications and other health related matters.
2. Patients are responsible for providing necessary information for insurance claims and for working with the staff of SCMG as needed to make payment arrangements.
3. Patients are responsible to provide updated information regarding name, address and phone number changes.
4. Patients are asked to recognize that their health care depends on the health care services they receive and the impact of their lifestyles and habits.

Patient Rights and Responsibilities

Page 2 of 2

5. Patients are responsible to keep appointments scheduled with their physician and other ancillary care providers and to cancel with 24 hours notice if they are unable to keep their appointment.
6. Patients are expected to inform their physician if they are not compliant with the treatment plan or their doctor's treatment recommendations.
7. Patients are expected to be compliant with the course of treatment recommended by their physician including but not limited to medications, referrals and follow up appointments.
8. Patients must take responsibility for requesting additional information or clarification about their health, treatment or instructions.

Approved:


John Marrero
Administrator

Approved:


Angela Young
Director of Operations

Date of Original: January 3, 2005

Date of This Revision: January 3, 2005

Y:\Policies\Operational Policies\OP 124.1 Patient Rights.doc