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PATIENT RIGHTS

1. **Access to Care:** Patients shall be accorded reasonable and impartial access to services that are medically indicated, regardless of race, creed, sex, national origin, or disability.
2. **Respect and Dignity:** Patients have the right to considerate, respectful care at all times and under all circumstances, with recognition of their personal dignity. To wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with the diagnostic process.
3. **Privacy and Confidentiality:** Patients have the right within the law, to personal and informational privacy, including:
 - a) To refuse to talk with or see anyone not officially connected with the site, b) To be interviewed in surroundings designed to assure reasonable visual and auditory privacy. To expect that any discussion or consultation involving their case will be conducted discreetly and that individuals not directly involved in their case will not be present without their permission. c) To have their medical records read only by individuals on their written authorization or their legally authorized representative. d) To expect all communications and other records pertaining to their case, including the source of payment for treatment, to be confidential.
4. **Personal safety:** Patients have the right to expect reasonable safety insofar as the site practices and environment are concerned.
5. **Identity:** Patients have the right to know the identity and professional status of individuals providing service to them. Participation by patients in clinical training programs or in the gathering of data for research purposes should be voluntary.
6. **Information:** Patients have the right to expect their practitioner to receive diagnostic test results in a reasonable time frame.
7. **Consent:** Patients have the right to reasonable informed participation in decisions involving their health care. To the degree possible, this should be based on a clear, concise explanation of their proposed technical procedure, including possibilities of any risk of mortality or serious side effects.
8. **Refusal of Treatment:** Patients may refuse a treatment or procedure.

PATIENT RESPONSIBILITIES

1. **Provision of Information:** Patients have the responsibility to provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalization, medications, and other matters relating to their health. Patients are responsible for complying with requests from the site personnel regarding provision of previous test results that may influence present testing. Patients are responsible for informing the site personnel in a timely manner regarding any special requests not considered the routine procedure of the site. Patients are responsible for reporting whether they clearly comprehend a contemplated course of action and what is expected of them.
2. **Compliance with Instructions:** Patients are responsible for following instructions of nurses and allied health professionals as they carry out the coordinated plan, implement a practitioner's order and enforce site regulations.
3. **Appointments/Referrals:** Patients are responsible for keeping appointments, notifying the site if unable to keep the appointment, and for obtaining all necessary referrals from primary care physicians, regardless of the health plan. **NO SHOWS ARE CHARGED a \$35 FEE.**
4. **Refusal of Treatment:** Patients are responsible for their actions when they refuse testing or do not follow the site employees or practitioner's instructions.
5. **Site Charges:** Patients are responsible for assuring that the financial obligations for their health care are fulfilled as promptly as possible.
6. **Respect and Consideration:** Patients and their companions are responsible for being considerate of the rights of other patients, visitors, and site personnel. Patients are responsible for being respectful of the property of other persons and of the site.
7. **PARENTS ARE RESPONSIBLE FOR THE OBSERVATION AND CONTROL OF THEIR CHILDREN AT ALL TIMES. PLEASE MAKE SURE THAT YOUR CHILDREN DO NOT RUN UP AND DOWN THE INTERIOR OR EXTERIOR HALLWAYS. A PARENT MUST ACCOMPANY CHILDREN TO THE RESTROOMS.**