

Pinnacle Family Medicine

Patient Rights and Responsibilities

The purpose of this written statement is to inform you and/or your child of your rights and responsibilities as a patient. Please let us know if you have any questions or need help understanding them.

- You have the right to competent, considerate and courteous treatment and service within our capacity without discrimination.
- You have the right to complete information about all aspects of your care, including those who provide it and charges associated with that care.
- You have the right to be involved in all aspects of your care and to agree to or refuse treatment after it is explained to you. Your family may be involved also, if you choose or, if you are decisionally incapacitated or are a child.
- You have the right to make decisions about your medical care in advance in writing, through a Living Will or Durable Power of Attorney for Health Care.
- You have the right to confidentiality, privacy, a safe and secure environment, resolution of complaints, and spiritual or religious counseling.
- You have the right to assistance with communications, including an interpreter if necessary.
- You have the right to discuss ethical issues arising in your care.
- You have the right to access protective services.

You are responsible for:

- Treating our receptionist, and all office staff, in a considerate and courteous manner. Our office will not tolerate verbal abuse, in any form including being rude and/or disrespectful to any of our employees or physicians. Behavior of this nature from you and/or you caregivers/family members will result in you being discharged from this practice.
- Informing the receptionist of any changes in address, telephone numbers, employment and/or insurance.
- Arriving on time for your appointments. If you arrive more than 15 minutes late you may be rescheduled.
- If you are under 18 years old, an adult must accompany you.
- Co-pays, deductibles and patient portions of insurance are due at the time of service. There is a \$25.00, or the current maximum allowable by Tennessee State Law, fee on all returned checks.