

Genesee Valley Obstetrics and Gynecology, P.C.
Patient Rights and Responsibilities

Our patient has the right to:

- ❖ **Receive care and treatment without regard to age, race, color, sexual orientation, religion, marital status or national origin;**
- ❖ **Receive information about our provider's professional credentials, business hours of operation, practice locations and services provided, including how to access after hours care in the event of an emergency;**
- ❖ **Receive quality health care in a considerate, courteous and respectful manner;**
- ❖ **Be treated with respect and recognition of her dignity and right to privacy;**
- ❖ **Obtain complete, current information concerning a diagnosis, treatment and prognosis from a provider in terms that she can reasonably be expected to understand;**
- ❖ **Receive all information needed to give informed consent for any procedure or treatment;**
- ❖ **Participate in decision-making with her provider about her health care;**
- ❖ **Refuse treatment as allowed by law, and be informed by her provider of the medical consequences;**
- ❖ **Have access to her medical records as permitted by New York State law;**
- ❖ **Retain the confidentiality of medical records and information, with the authority to approve or refuse the Practice's disclosure of such information, to the extent protected by the law;**
- ❖ **Express any concerns about the care and services provided by a provider or any other staff member, and have the Practice investigate and respond to these concerns without fear of reprisal;**
- ❖ **Make recommendations regarding the Practice's patient rights and responsibilities.**

A Patient has the responsibility to:

- ❖ **Be an active partner in the effort to promote and restore health by:**
 - **Openly sharing information about her symptoms and health history with her provider;**
 - **Listening;**
 - **Asking questions;**
 - **Becoming informed about her diagnosis, recommended treatment and anticipated possible outcomes;**
 - **Following the plans of care she has agreed to (such as taking medications and making and keeping future appointments);**
 - **Returning for further care, if any problem fails to improve; and**
 - **Accepting responsibility for the outcomes of her decisions.**
- ❖ **Participate in understanding her health problems and developing mutually agreed upon treatment goals;**
- ❖ **Inform her provider in any changes in health status;**
- ❖ **Assure her current address and phone numbers are provided to the office;**
- ❖ **Share with the provider any concerns about the medical care or services she receives;**
- ❖ **Respect the time set aside for her appointments with the providers and give as much notice as possible when an appointment must be rescheduled or cancelled;**
- ❖ **Understand that emergencies arise for her providers and that her appointment may be unavoidably delayed or rescheduled as a result;**
- ❖ **Respect all providers and staff members;**
- ❖ **Follow the instructions and guidelines given by her provider;**
- ❖ **Show her insurance card and pay any co-payments or visit fees to the provider at the time the service is rendered;**
- ❖ **Become informed about her insurance policy and coverage guidelines;**
- ❖ **Become informed about Genesee Valley OB/GYN financial policy and administrative office procedures and abide by them.**