

Patient Rights and Responsibilities

Steadfast Family Medicine

At Steadfast Family Medicine, we are committed to providing high-quality, respectful, and patient-centered care. This document outlines your **rights as a patient** and your **responsibilities** in helping us deliver safe and effective healthcare.

Patient Rights

As a patient of Steadfast Family Medicine, you have the right to:

Respect and Dignity

- Be treated with courtesy, respect, and dignity at all times
- Receive care without discrimination based on race, color, national origin, age, disability, sex, religion, or any other protected status

Information and Communication

- Receive clear explanations about your diagnosis, treatment options, and expected outcomes
- Ask questions and receive answers in language you can understand
- Be informed of the names and roles of individuals involved in your care

Participation in Care

- Participate in decisions about your healthcare
- Accept or refuse treatment, to the extent permitted by law
- Request a second opinion when appropriate

Privacy and Confidentiality

- Have your medical information kept private and confidential in accordance with applicable laws
- Access your medical records and request corrections as permitted by law

Billing and Financial Transparency

- Receive information about charges, insurance billing, and payment policies
- Receive explanations of bills and charges upon request

Complaints and Grievances

- Voice concerns or complaints about your care without fear of retaliation
 - Receive information on how to file a grievance or complaint
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Patient Responsibilities

To help us provide the best possible care, patients are responsible for:

Providing Accurate Information

- Providing complete and accurate health information, including medical history, medications, allergies, and symptoms
- Informing the provider of changes in health status

Appointments and Scheduling

- Arriving on time for appointments
- Notifying the office as soon as possible if you need to cancel or reschedule
- Following office policies regarding same-day and walk-in appointments

Following the Treatment Plan

- Following the treatment plan agreed upon with your provider
- Asking questions if instructions are not understood
- Accepting responsibility for the consequences of refusing treatment or not following medical advice

Respectful Conduct

- Treating staff, providers, and other patients with courtesy and respect
- Refraining from abusive, disruptive, or threatening behavior

Financial Responsibilities

- Providing accurate insurance information
 - Understanding your insurance coverage and benefits
 - Paying copayments, deductibles, and balances as required
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Practice Expectations

Steadfast Family Medicine reserves the right to:

- Enforce office policies designed to ensure patient and staff safety
 - Refuse service or discharge patients from the practice for repeated non-compliance, abusive behavior, or failure to follow practice policies, in accordance with applicable laws
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Questions or Concerns

If you have questions about your rights or responsibilities, or wish to express a concern, please contact the office directly.

This statement is intended to promote mutual respect and cooperation between patients and Steadfast Family Medicine to support safe, effective, and compassionate care.