



Patient's Rights and Responsibilities

As a patient of Primary Care of Southwest Georgia, Inc. (PCSG) or any other healthcare facility, you have certain rights, including the right to privacy, respect, professionalism, and competent medical care. You also carry certain responsibilities to help optimize the care you receive.

The goal of PCSG is to provide all patients with high quality health care in a manner that clearly recognizes individuals' needs and rights. We also recognize that in order to effectively accomplish this goal, the patient and the health care provider must work together to develop and maintain optimum health. As a result, the above patient rights and responsibilities were written.

Patient Rights

- **Patients** have the right to be treated with respect, consideration, and dignity.
- **Patients** have the right to be provided with appropriate privacy.
- **Patients** have the right to the degree known, to have complete information concerning their diagnosis, evaluation, treatment, and prognosis.
- **Patients** have the right to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
- **Patients** have the right to refuse to participate in experimental research.
- **Patients** have the right to change healthcare providers if other qualified providers are available.
- **Patients** have the right to make suggestions and express grievances; to receive a personal response to the same, if so requested; and to have continued access to care without intimidation, threat, discrimination, or other retaliatory action. Patients can contact Angie McVey, Patient Advocate at (229-723-2660; ext.:7132).
- **Patients** have the right under HIPAA Privacy Rules to the following: to respect limitations on their medical information, to confidential communications, to inspect and request a copy of their medical information, to request amendment for their medical information, to request accounting disclosures, and to a copy of the Notice of Privacy Practices. No patient will be asked to waive his or her rights, including the right to file a complaint regarding privacy with Angie McVey at (229-723-2660; ext.: 7132).

- **Patients** have the right to information on the following: services available at PCSG, provisions for after-hours and emergency care, fees for services, payment policies, provider credentialing, and accurate information regarding the competence and capabilities of the organization.

Patient Responsibilities

- **Patients** have the responsibility to provide accurate and complete information about current and past illnesses, medications, and other matters pertaining to their health.
- **Patients** have the responsibility to follow the treatment plan recommended by their healthcare provider or to express concerns regarding their ability to comply.
- **Patients** are responsible for their actions if they refuse treatment or do not follow the healthcare provider's instructions.
- **Patients** have the responsibility to arrive as scheduled for appointments and to cancel in advance appointments they cannot keep.
- **Patients** have the responsibility to become informed of the scope of basic services offered, the costs, and to actively seek clarification of any aspect of participation in PCSG services and programs (including cost) that is not understood.
- **Patients** have the responsibility to accept financial responsibility for all services rendered at PCSG.
- **Patients** have the responsibility to actively participate in their care as part of the organizations Patient Centered Medical Home program.