



Welcome to the Lac Vieux Desert Health Center. We appreciate the trust and confidence you have placed in our practice. We are committed to providing you with the best health care possible. Enclosed is our **Patient Registration Packet** and **Record Receive Form**, please complete all forms and return them prior to your scheduled appointment. Please bring the following to your appointment:

Insurance Card(s)

Driver's License/Photo ID

Tribal Identification (If you are an enrolled member of a Federally recognized tribe)

Medications in original prescription bottles

Please **CHECK** the box of the location you will be a patient:

Lac Vieux Desert Health Center – Eagle River Location (Monday-Friday 7:30 a.m.- 4:00 p.m.)

302 W. Pine Street #2
P.O. Box 1387
Eagle River, WI 54521
(715) 337-2247

Lac Vieux Desert Health Center – Watersmeet Location (Monday-Friday 7:30 a.m.- 4:00 p.m.)

N5241 State HWY 45
Watersmeet, MI 49969
(906) 358-4588

Pharmacy is open Monday-Friday 8:00 a.m. to 4:30 p.m. (Watersmeet location only)

We recognize that your time is valuable and we make every effort to see you at the appointed time. We appreciate your patience if there is any delay due to unexpected circumstances. If you are going to be late for your appointment, please call us before you come, we may need to reschedule your appointment. If you must cancel or reschedule your appointment, please notify us at least 24 hours prior, so we may offer your appointment to another patient.

Thank you for choosing Lac Vieux Desert Health Center for your care. Please feel free to call us anytime with your questions or concerns

We look forward to a long, healthy relationship with you.

Sincerely,

The Staff of the Lac Vieux Desert Health Center

Full Name (First, MI, Last):		
Address (street and/or PO)	City:	State & Zip
Date of Birth(Mo/Day/Year): (/ /)	Marital Status (circle one): Married Single Widow	Sex (circle one): Male or Female
Preferred phone number#:	Email:	
Preferred contact Method: TEXT EMAIL VOICE	Social Security #:	Tribal Affiliation and #:
Veteran Status (circle one): Active Discharged Retired Spouse/Child of a Veteran NOT a Veteran		
Employer Name:	Address:	City, State, Zip:
Spouse or Emergency Contact Information		
Full Name (First, MI, Last):		
PHONE #		
Insurance Information		
Primary Insurance Name:	Group #:	ID/Certificate#:
Policy Holder's Name/Parent Name (If patient is minor):	DOB:	SSN:
Secondary Insurance Name:	Group:	ID/Certificate#:
Policy Holder's Name/Parent Name (If patient is minor):	DOB:	SSN:
**Patients please present insurance ID card after completing this form. Some contract health plans (HMO, PPO, IPAs) require a copayment at the time of service.		
Patient/Guarantor Signature: _____ Date: _____		

New Patient History Questionnaire

Today's Date: _____

PLEASE BRING THIS COMPLETED FORM WITH YOU TO YOUR APPOINTMENT

Your Name: _____ Date of Birth: _____

What type of complaint or disease is the reason for requesting this visit? _____

Who is your current/most recent primary care provider? _____

TELL US ABOUT YOURSELF:

Home situation (circle, or add in writing):

Single _____ Married (how long _____) Divorced (how long _____) Widowed (how long _____)

Domestic partnership _____ Children? _____ Are they healthy? _____

Employment:

Status: full-time _____ part-time _____ retired _____ disabled _____ homemaker _____

Occupation/type of work/jobs: _____

Habits: Do you smoke? No _____ Yes _____ If yes, how many packs per day? _____

If you have quit, how long ago? _____

Do you use alcohol? No _____ Yes _____ If yes, how often do you drink? _____

If you have quit, how long ago? _____

Do family or friends worry about your alcohol **intake**? _____

Have you ever had problems with drug use? _____

Past Medical History:

Please list other diseases from which you currently suffer (heart, lung, etc.):

Please list other medical conditions from which you have suffered in the past:

Please list any surgeries (operations), reason for the surgery, and date of surgery:

MEDICATIONS:

Prescription medications	Dose	How often taken

*List additional prescriptions on back of this sheet.

NON-PRESCRIPTION (over-the-counter medications) such as aspirin, ibuprofen, vitamins, laxatives, etc.)

Over-the-counter medications	Dose	How often taken

HERBAL PREPARATIONS

Herbal preparation	Dose	How often taken

ALLERGIES OR ADVERSE DRUG REACTIONS? Please list drug and type of reaction:

Family History:

Place an "X" in appropriate boxes to identify all illnesses/conditions in your blood relatives

Illness/Condition	Family Member							
	grandparent	father	mother	brother	sister	son	daughter	other
Colon or rectal cancer								
Other cancer								
Heart disease								
Diabetes								
High blood pressure								
Liver disease								
High cholesterol								
Alcohol/drug abuse								
Depression/psychiatric illness								
Genetic (inherited) disorder								
Other								

SYMPTOM REVIEW

Gastrointestinal

- poor appetite
- abdominal pain
- indigestion
- trouble swallowing
- diarrhea
- constipation
- change in bowel habits
- nausea or vomiting
- rectal bleeding or blood in stools
- history of liver disease or abnormal liver tests

Cardiovascular

- chest pain
- history of angina or heart attack
- history of high blood pressure
- history of irregular beat
- history of poor circulation

Pulmonary/lungs

- shortness of breath
- persistent cough
- coughing up blood
- asthma or wheezing

Muscle/joint/bone

- swelling of ankles or legs
- Pain, weakness or numbness in
 - arms or hands
 - back or hips
 - legs or feet
 - neck or shoulders

Neurologic

- history of stroke
- blackouts or loss of consciousness

General

- weight gain/loss of 10+ lbs during last 6 months
- poor sleep
- fever
- headache
- depression

Eyes, ears, nose, throat

- blurred vision
- other change in vision
- history of glaucoma or cataracts
- loss of hearing
- ringing in ears
- sinus problems
- hoarseness

Genitourinary

- frequent or painful urination
- blood in urine

Skin

- itching
- easy bruising
- change in moles

Endocrine

- history of diabetes
- history of thyroid disease
- change in tolerance to hot or cold weather
- excessive thirst

Women only

- abnormal Pap smear
- bleeding between periods
- date of last mammogram _____

Anything else?

Are you experiencing an unusually stressful situation?

Are there any specific personal issues you would like to bring up at the time of your visit?

Immunizations: if YES, give approximate year given

Pevnar 13 No _____ Yes _____

Pneumococcal 23 No _____ Yes _____

Influenza No _____ Yes _____

Hepatitis A No _____ Yes _____

Hepatitis B No _____ Yes _____

Tetanus No _____ Yes _____

List any other Immunizations: _____

Do you use seatbelts? No _____ Yes _____

Transfusions: Have you ever received a blood transfusion? No _____ Yes _____ When? _____

PLEASE BE SURE TO BRING THIS COMPLETED QUESTIONNAIRE TO YOUR APPOINTMENT

HIPAA Privacy Notice

All requests to inspect, copy, amend, restrict, or share health information must be made in writing on the proper forms, which will be provided upon request. All changes to preferred forms of communication must also be made in writing.

You have the following rights regarding health information we maintain about you:

Right to Inspect and Copy: You have the right to inspect and copy health information that may be used to make decisions about your care. Usually, this includes health and billing records.

If you request a copy of the information, we may charge a fee for the costs of copying, mailing, or other supplies and services associated with your request.

We may deny your request to inspect and copy in certain, very limited circumstances. If you are denied access to health information, you may request that the denial be reviewed. This review will be conducted by another licensed health care professional chosen by our practice. The person conducting the review will not be the person who denied your request. This practice will comply with the outcome of the review.

Right to Amend: If you believe that health information we have about you is incorrect or incomplete, you may ask us to amend the information.

We may deny your request for an amendment if it is not in writing or does not include a reason for the following: The health information was not created by us, unless the person or entity that created the information is no longer available to make the amendment and is not part of the health information kept by or for our practice and is not part of the information that you would be permitted to inspect and the copy is accurate and complete. Any amendment we make to your health information will be disclosed to those with whom we disclose information as previously specified.

Right to an Accounting Disclosure: You have the right to request a list of the disclosures of your health information we have made, except for uses and disclosures for treatment, payment, and health care operations, as previously described.

Right to Request Restrictions: You have the right to request a restriction or limitation on the health information we use or disclose about you for treatment, payment, or health care operations. We are not required to agree to your request for restrictions if it is not feasible for us to ensure our compliance or believe it will negatively affect the care we provide you.

Right to Request Confidential Communications: You have the right to request that we communicate with you about health matters in a certain way or at a certain location.

Right to a Paper Copy of This Notice: You have the right to obtain a paper copy of this notice at any time. To obtain a copy please request it from any staff member.

Changes to This Notice: We reserve the right to change this notice and apply it to any part present, or future health information we have about you. We will post a copy of the most current notice in our facility with the effective date on the first page. You may request a copy you may request at any time.

*If you believe your Privacy Rights have been violated, you may file a complaint with us or with the Secretary of the Department of Health and Human Services. **Other uses and disclosures of health information not covered by this notice or the laws that apply to us will be made only with your written permission. YOU have the right to revoke this permission for any health information that has not yet been shared.***

BY SIGNING BELOW, I ACKNOWLEDGE I HAVE READ AND UNDERSTAND THE FOLLOWING POLICIES, AND I ACCEPT THE RIGHTS AND RESPONSIBILITIES OUTLINED WITHIN THEM:

Patient Printed Name: _____ DOB: _____

Patient Signature: _____ Date: _____



AUTHORIZATION TO RECEIVE MEDICAL RECORDS/INFORMATION

I authorize the release of my medical records by the organization or physician listed below:

Physician's Name: _____

Physician's Address: _____

Physician Phone #: _____ Physician Fax #: _____

Reason for Disclosure of Records: _____

These records are to be sent to (circle one):

Lac Vieux Desert Health Center
PO Box 9, Watersmeet, MI. 49969
Attention: Medical Records Department
Fax: 906-358-4118 Phone: 906-358-4588

Lac Vieux Desert Health Center, Eagle River
302 West Pine Street, Ste. 2, Eagle River, WI 54521
Attention: Medical Records Department
Fax: 715-337-2279 Phone: 715-337-2247

Patient's Name _____ Phone #: _____

Address: _____

Social Security # (Last 4 Digits): _____ DOB: _____

The type and amount of information to be disclosed is initialed as follow: (specify dates where appropriate)

___ Entire Medical Record (includes all Patient Information listed below)

___ X-Ray films (Specify type/date)

___ Immunizations

___ Last Colonoscopy/path Report

___ Last Mammogram

___ Last Pap

___ Substance and Drug Abuse, if any

___ AIDS/HIV, if any

___ Most recent labs

___ Psychological or psychiatric conditions

___ Last Bone Density Testing

Patient or Patient Representative's Signature

Today's Date

Representative's Name (PRINT)

Relationship to Patient (PRINT)

Lac Vieux Desert Health Center Patient Policies

Welcome to Lac Vieux Desert Health Center. We are honored that you have chosen us as your health care provider. Our goal is to provide the highest quality care for all of our patients in a timely, respectful and efficient manner. EVERYONE at LVDHC strives to provide our patients with the highest level of customer service. We appreciate and welcome your feedback to improve services or address any personal concerns or compliments regarding your care or office experience. In an effort to make your transition to our practice as smooth as possible, please read and familiarize yourself with the following outline of policies and sign as indicated.

Vision: To be the area's leading multidisciplinary health center by providing excellence in healthcare, inspiring a culture of wellness, and to provide the highest level of satisfaction and convenience to our patients.

Mission: To provide excellence in healthcare and to inspire a culture of wellness.

Office Hours

Our clinic is open Monday through Friday. Appointments are scheduled from 8:00 a.m. to 12:00 p.m. and 1:00 to 4:00 p.m.

We are not an emergency room or an urgent care center. If you require such services, go to the nearest Emergency Department or call 9-1-1.

We offer walk-in appointments for sick visits or sudden minor illness or injury. Patients will be seen based on the acuity of their symptoms; and thereafter, the time of arrival.

New Patient Policy

We are accepting new patients (insured and private). We request that you complete the new patient registration forms and have the past three years of your medical records forwarded to us for review. Our Clinical Manager will review your medical history and, along with the providers, will determine an appropriate provider team so your care is consistently managed by those familiar to your needs.

We are contracted with multiple insurance plans. If your insurance company is unable to tell you if we are an accepted provider, please call our office for assistance.

It is expected that patients are well aware of their benefits as per the contract with their insurance provider. If you are unsure if your insurance covers a particular visit, procedure, or medication our benefits coordinator, patient service representatives, or pharmacy staff may assist you in finding the information you need.

All copays and outstanding balances are due at the time of service, unless a prior agreement has been made with our billing department.

Prior to your first appointment, we require that you have completed several forms.

1. New Patient Registration Form- Provides basic contact and insurance information necessary for administrative account set-up.
2. HIPAA Agreement- You are asked to acknowledge the essentials of our privacy policy.

3. Medical History Intake Form-Provides your future physician with basic medical and surgical history. Attach additional sheets if you feel this will be helpful.
4. We request you contact your current/previous provider and have them send your recent (past 3 years) medical records to us so we have a comprehensive picture of your health care history and needs at your first appointment. Our medical records department can help coordinate your records request(s). The number is (906) 358-4588, ext 6122.
5. Dependent on your medical history and complexity, your first visit may be a consult with the provider. Be sure to arrive 20 minutes early so all of the appropriate paperwork is completed before your time scheduled with the provider. We will go over your health history, management, and needs. At this time, we will decide together how we can best manage your health care needs.

Preparation for Appointment

All patients will need to bring their current driver's license, Tribal ID or photo ID and a current insurance card to each appointment. We depend on accurate information to file your insurance claim. Incorrect information can result in denial of your claim. To protect your privacy, employees are requested to seek secondary identification from all patients in person and over the phone, and we ask for your cooperation in this verification process. We also ask that you bring all of your prescription and over the counter medications with you to your visit.

Late Appointment Arrival

We strive to see all patients on time for their scheduled appointment. If you are a returning patient, please arrive 20 minutes prior to your scheduled appointment to check in so the nurse may have you ready at the time of your appointment. New patients please arrive at least 20 minutes prior to your appointment to complete any outstanding new patient paperwork and registration needs. If the schedule permits, we will do everything we can to accommodate patients who arrive late, however, we will not be willing to make other patients with appointments wait. Unfortunately, if you do not arrive timely, the scheduled appointment may not be long enough to provide the quality of care you deserve.

Missed Appointment/No-Show

A missed appointment is when you fail to show up without a phone call, fail to cancel, or arrive after your scheduled appointment and there is not enough time remaining for you to be seen. A reminder call is made in advance of your appointment, so you are able to reschedule if you are unable to attend your appointment. Some departments require a confirmation, or your appointment slot will be rebooked, and you may need to wait to be seen.

If you miss your appointments, you compromise the care that we are able to provide you and other patients that may have needed an appointment.

Ideally, cancellations should be made at least 24 hours prior to the appointment.

By failing to cancel or reschedule your appointment 3 or more times, we will only allow you to schedule on stand-by should someone else cancel and an appointment becomes available.

Same Day Appointments/Walk In

We accept walk in patients Monday through Friday from 8:00 a.m. to 12:00 noon and 1:00 p.m. to 4 p.m. There is a provider assigned to do walk in visits throughout the day. Walk in visits are screened by nursing staff and issued an available appointment time. We strive to see each patient as they come in but are unable to anticipate illness, injuries, or complications; so, you may be asked to wait or return at a later time. Walk in visits are triaged, and patients are seen as determined by their medical condition. Walk in/ same day visits are not for addressing routine medication refills and follow up exams, well child exams, annual physicals, or hospital and emergency room follow up visits. We are happy to see established and new patients for same day appointments. We will be sure to give you an appointment time before you leave for any other concerns or needs.

Annual Wellness Exams

LVDHC will schedule all new patients for their annual wellness exam after the initial exam has been completed. Many insurance companies encourage such visits and will waive your deductible or co-pay. Most insurance companies dictate that if any problems are discussed, or prescriptions are generated from this wellness exam, your co-pay and deductible will then become due. Wellness exams are to focus on health promotion activities, update screenings, and recommend vaccines. Please discuss your wellness benefits with your insurance and notify us if such benefits are not available to you. Knowing the terms of your insurance is the patient's responsibility, and our office will make every attempt to answer any questions when possible.

Treatment of minors

To receive routine medical care any minor less than 16 years old must be accompanied by a parent or an adult designated as legal guardian. An adult acting in legal capacity of a parent needs a written consent from the parent. Minors may be seen without the presence or consent of a parent or guardian in some cases as defined by law.

Running on Time

We know your schedule is busy and that your time is valuable. Please let us know if you have waited more than 15 minutes so we can double check to see if you have been properly checked in. Please be considerate if the office is running behind, emergencies occur and each patient will be treated with the same time and care it takes to address their problem, including you. Our staff is committed to keeping you informed of delays and giving you options to manage your valuable time.

Medication Refill

Providing the highest quality of professional care to our patients is very important to us. Our providers will typically prescribe enough medication to last until you are due for a follow up visit for that condition. When you notice your medication has "0 refills", we ask that you call and schedule your follow up office visit in order to be evaluated and have your medications adjusted or refilled. If you think you should have a refill on a medication and you do not have a scheduled appointment, the best method for obtaining medication refills is to make the request directly through the pharmacy. The pharmacy will then route the request into our system.

Please allow 24-48 hours for your request to be filled. If we require additional information or an office visit, we will contact you.

Controlled Substances

None of our providers are pain specialists and as a general rule do not manage chronic opioid use and/or dependency. Those patients taking chronic narcotics or currently on a drug contract are encouraged to continue to be managed by their pain specialist. We will refer you to a pain management center if you need this specialized form of care after evaluation by our provider.

Phone Messages

In order to provide the best possible care to our patients and allow our scheduled patients to be seen by our medical providers without multiple interruptions, messages will be taken by other medical staff working with each provider during office hours. If the nurse is unable to answer, a message may be left on the confidential voicemail. When leaving a voicemail message, please indicate your name, the patient's name, the reason for your call, and phone number where you can be reached. The medical staff will alert the provider of your message and will call the patient back with a response in a timely manner. We strive to return patient calls on the same day. Non urgent calls will be returned within 48 business hours. After two unsuccessful attempts return calls may not be made.

Laboratory Testing

Please call in advance to schedule an appointment for any lab tests ordered by a medical provider. In order to ensure accurate laboratory testing is done, a patient must be an active patient at Lac Vieux Desert, have an order for lab tests from one of our medical providers in their chart, a written order from another medical provider's office, or obtain approval for requested lab work from a medical provider in the office prior to scheduling an appointment.

Health Forms and Records

We understand that there are forms that may need to be completed by one of our staff and/or medical providers. We will be happy to fill these out for a \$25 fee. These forms include, but are not limited to, disability, Family Medical Leave, school forms, prior authorizations, insurance paperwork, etc. In order for our office to properly complete any forms on our patients' behalf we require the patient to complete all patient portions of any form and provide any information needed to assist the provider in completing the form prior to submitting the form to our office. In some cases, an appointment is necessary to properly complete the forms. Please allow at least 6 business days for our office to complete any forms.

In order to ensure accuracy and safety of your medical information, all of our medical records are in digital format. Copies of your medical records are available to you with a signed medical release. We do not charge for doctor to doctor medical record fax transfers, however, to cover costs we do charge \$.25 per page for personal copies of records, or any documents that are printed.

VA Choice

We participate with the Veteran's Choice Program. If you are enrolled in VA healthcare, you may be able to receive care here instead of waiting for a VA appointment or traveling to a VA facility. For more information you can call 866-606-8198 or go to www.va.gov/opa/choiceact

Patient Dismissal

We sincerely hope that we never have to part ways with a patient. However, extreme circumstances may make this necessary. If this occurs, you will be notified by certified mail. You will have thirty (30) days to find another provider during which we will continue to offer acute care services only.

Filing a Grievance

To file a complaint or grievance, please ask the one of the Patient Service Representatives (PSR) for a grievance form. The form will be sent to administration for review and consideration.

Phone Calls

Having read the above, I agree to abide by the policies set by the LVDHC. I realize that all charges incurred by me and my dependents are my financial responsibility and all court fees, attorney fees, or other fees necessary to collect any past due balances are my responsibility. Failure to follow these policies could result in my dismissal as a patient. I confirm that the information that I have provided is true and correct. I have signed these policies of my own free will.

By providing contact information, I authorize LVDHC, its assignees, and third party collection agents to use the contact information I have provided to communicate with me and to place calls to my home/cellular/employment telephone; leave voice or text messages; and use pre/ recorded /artificial/voice messages and /or auto-dialing devices in connection with any communication to me.

Financial Policies

Payment: Payment is expected at the time of service. If your deductible has not been met, or a percentage is your responsibility, we expect payment when services are rendered. Even though insurance will be filed, you are responsible for any balance after insurance processes your claim. All charges for treatment become due and payable sixty (60) days after the date of service. These periods allow sufficient time to process insurance and make payment in full of any remaining balance. There will be a \$35 charge for returned checks. If not paid within 60 days, LVDHC will begin various collection activities including, but not limited by submitting the past due account to a collection agency.

Self-Payment (private/cash payment): If you have no insurance coverage, we ask that you coordinate your care with our business office prior to your visit. We require an advance payment for professional services.

Managed Care: All managed care (HMO, PPO, etc.) co-payment amounts are due at the time of service. If your insurance plan requires a referral authorization from a primary care physician, please present this at your initial visit. If you request an office visit or surgery without a referral authorization your insurance plan may deem this as "out of network" or "non-covered" treatment, and you will be responsible for a larger amount or all of the charges. The patient acknowledges that it is the patient responsibility to be aware of what services are covered and agrees to pay for any service deemed to be non-covered or not authorized by the plan. Before receiving services, you must verify that we are participating providers for your insurance company. It is also necessary that our primary care physician is listed as your primary care provider with your insurance company, if required by your contract with your insurance company. In the event we are not participating providers, or our physician is not listed as your primary care provider with your insurance company, we will file the initial claim as a courtesy. Payment, however, is due in full at the time of service

Medicare: LVDHC providers are participating providers with the Medicare program and accept as payment, the Medicare allowable, patient deductible and/or 20% co-insurance. If you have supplemental insurance (Medigap) to cover the portion of the charges that Medicare does not pay, please provide us with a copy of your insurance card and any forms your insurance company may require. Medicare or secondary carriers do not cover some procedures and supplies. Please make certain you understand which aspects of your treatment are covered before proceeding. In this rare case you may be asked to sign a waiver form, which states that you understand that you will be responsible for these charges.

Children of Divorced Parents: Responsibility for payment for treatment of minor children, whose parents are divorced, rests with the parent who seeks the treatment. Any court ordered responsibility judgment must be determined between the individuals involved, without the inclusion of LVDHC.

Secondary Insurance: Patient agrees to provide such information. Patient agrees to immediately notify provider of any future additions, changes or deletions in primary or secondary insurance coverage.

We will send a statement to the billing address you provide notifying you of any balances you may owe. If you have any questions or dispute the validity of this balance, it is your responsibility to contact the number on your statement within 30 days after receipt of the initial statement.

Failure to keep your account balance current may require us to cancel or reschedule your appointment.

LVDHC firmly believes that a good patient/physician relationship is based upon understanding and open communications. It is our hope that the above policies will allow us to provide the highest quality care to our patients. If you have any questions or need clarification regarding these policies, please call us at (906) 358-4588.

Involvement of Others in Care Patient name: _____ DOB: _____

If patient is a minor

Father _____ Phone _____

Mother _____ Phone _____

Legal Guardian _____ Phone _____

I authorize LVDHC to discuss my/my dependents, care and medical needs with the following persons:

Name _____ DOB _____

Relationship _____ Phone _____

Name _____ DOB _____

Relationship _____ Phone _____

Name _____ DOB _____

Relationship _____ Phone _____

Name _____ DOB _____

Relationship _____ Phone _____

I DO NOT wish to add an additional contact to discuss my/my dependents needs. Initials _____

If you authorize us to contact you via telephone/text message, please provide your contact number below.

Primary phone# _____

Secondary phone # _____

Patient/Guardian

Signature: _____ Relationship: _____

Printed Name: _____ Date: _____

Welcome to our practice and thank you for choosing Lac Vieux Desert Health Center for all your health care needs!



Patient Bill of Rights and Responsibilities

At Lac Vieux Desert Health Center, we seek to provide quality care that is fair, responsive and accountable to the needs of each patient and family. We are committed to ensuring that each patient is treated with respect and as an equal partner in care. You can help us make your healthcare experience safe by being an active and informed partner with your healthcare team.

As our patient, we want to make sure you understand your rights and responsibilities.

As a patient, you have the right to...

- Receive considerate, respectful and compassionate health care regardless of your age, gender, race, national origin, religion, sexual orientation, gender identity or disability or any other status protected by relevant law.
- Expect courteous and helpful attention and understanding from Clinic employees.
- Obtain complete and current information regarding our knowledge of your health status, your diagnosis, treatment and prognosis.
- Make decisions about your care. You or your legally designated representative should expect to receive information needed to give informed consent, including proposed procedures and treatment options and their risks and benefits. You have the right to refuse treatment to the extent permitted by law, and to be informed of the medical consequences of this action.
- Receive prompt treatment in emergency situations, regardless of economic status.
- Have privacy and confidentiality. Communications and records pertaining to your care will be treated in confidence.
- Prepare advanced directives and receive care that meets your wishes as permitted by law.
- Ask questions or voice concerns about care or service by talking with a staff member, including management staff

To help us provide you with quality care, you are responsible for:

- Providing, to the best of your knowledge, complete and accurate medical information, including the nature of your illnesses, medications, hospitalizations, and family history of illness, advance directives, and other matters relating to present health.
- Asking questions if you do not understand your treatment plan and making informed decisions about your care.
- Following Clinic rules as they affect patient care and cooperating with Clinic staff.
- Behave respectfully toward all health care professionals and staff/ as well as other patients and visitors
- Following medical advice and instructions given for healthcare services, and to inform your provider if you have chosen not to follow that advice.
- Providing complete, accurate and timely information about telephone number or address changes and insurance or other sources of payment for the care provided and your ability to pay for services rendered.
- Fulfilling your financial obligations for your healthcare as arranged and as promptly as possible.
- Keeping scheduled appointments or canceling them at least 24 hours in advance.
- Provide a responsible adult to provide transportation home and to remain with minor or compromised patient as directed by the provider or as indicated on discharge instructions, or have premeditated clinic transportation (if applicable).