

OWENSVILLE PRIMARY CARE

Patients' Bill of Rights & Responsibilities

Owensville Primary Care is committed to providing quality health care. A well-informed patient that participates in treatment decisions and communicates openly with their healthcare professionals is a patient that will ultimately benefit greatly in their continued healthcare.

You have the Right to ...

- To considerate and respectful treatment from your first phone call throughout your office visit and follow-up care.
- To know the names and professional status of the people serving you.
- To privacy/confidentiality concerning your own health care program and medical records.
- To participate in choosing a form of treatment.
- To consent to or refuse any care or treatment.
- To examine and receive an explanation of all charges
- To receive full information and counseling on the availability of known financial resources for your health care.
- Timely resolution of any questions, complaint or problem regarding OPC services and/or procedures.

You have the Responsibility ...

- To be honest about your medical history.
- To follow health advice and instructions.
- Report any significant changes in symptoms or failure to improve.
- Maintain and have available an updated detailed medication list.
- Provide sufficient time in making "Follow-Up" and "Annual" appointments to ensure appointment availability.
- To keep appointments or provide 48 hours advance notice for cancellation.
- **To insure you obtain prescriptions at the time of your office visit. If a prescription refill must be called in, allow a minimum of 48 hours notice.**
- **Allow 3-5 working days for specialty referrals.**
- **Allow 5-7 working days for completions of forms. Forms must be completed/signed by patient; some forms will require an appointment and some forms may incur a patient fee.**
- Be knowledgeable and well-informed about your health insurance coverage, especially in regard to:
 1. Prescription/Medication formularies
 2. Preferred Lab Providers
 3. Specialty-Care providers, policies and procedures
 4. Non-Covered medical services
- To turn-off cellular phone while in the building.
- To be respectful of all other patients, visitors and staff.