



Spartanburg & Greer ENT

Patient Rights & Responsibilities

- A right to be treated with respect and recognition of their dignity and right to privacy.
 - Quality health care, regardless of race, creed, age, sex, sexual preference, or national origin.
 - A right to a discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
 - A right to decision-making regarding their health.
 - Have 24 hour access to the patient's primary care physician (or covering physician).
 - A full explanation of the professional bills for your service.
 - Consult with a specialist, at your request and expense.
 - Change primary care physicians by contacting the member services department.
 - Receive reasonable continuity care and be given timely and sensible responses to questions and requests made for service.
 - Receive complete information about the diagnosis, proposed course of treatment or procedure, alternate courses of treatment or non-treatment, the clinical risks involved in each, and prospects for recovery in terms that are understandable to the patient, in order to give informed consent or to refuse that course of treatment.
 - Receive confidential treatment of all information and records associated with the member's care.
 - Voluntary participation in research and experimental projects.
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- A responsibility to follow plans and instructions for care that they have agreed on with their practitioners.
 - To ask for simpler explanations if you do not understand your illness or treatment.
 - To cooperate with the physician practice and provide the necessary personal and medical history required for your treatment.
 - To tell your physician whether or not you are willing and able to follow your treatment plan recommended for you.
 - To be responsible for participating actively in your continued care after you leave the practice. You should know when and where to get further treatment. Please ask questions about this matter.
 - To be responsible for keeping follow-up appointments or notifying the doctor if an appointment cannot be kept.
 - To be timely about paying your physician practice bills, to provide information necessary to process insurance, and to ask questions if you do not understand the bills.
 - To accept full responsibility if treatment is refused or if instructions provided are not followed.
 - To be familiar with the benefits and exclusions of your health care coverage.
 - Be familiar and comply with the practitioner guidelines and recommendations regarding access to routine urgent and emergent care.
 - Obtain an authorized referral from the patient's primary care physician for a visit to a specialist and/or to receive any specialty care.

