



PATIENT/PARENT RIGHTS AND RESPONSIBILITIES

At San Ramon Valley Primary Care Medical Group, we want to encourage you, as the patient, to communicate openly with your health care team, participate in your treatment choices, and promote your own safety by being well informed and actively involved in your care. Because we want you to think of yourself as a partner in your care, we want you to know your rights as well as your responsibilities.

As a patient of San Ramon Valley Primary Care Medical Group you have the right:

- To receive considerate, respectful and compassionate care regardless of your age, gender, race, national origin, religion, sexual orientation or disabilities.
- To be treated with courtesy and respect.
- To have your privacy protected and to receive our Notice of Privacy Practices.
- To have information about your diagnosis, choices, risks, and benefits of treatment so you can assist in the developing of your plan of care, including management of pain.
- To refuse treatment, except as otherwise provided by law.
- To the confidentiality of your medical record and the right to access information from it, with reasonable notice.
- To review your bill, have the information explained to you and to receive a copy of your bill when requested.

As a patient of San Ramon Valley Primary Care Medical Group you are responsible:

- To provide San Ramon Valley Primary Care Medical Group with information that, to the best of your knowledge, is accurate and complete about all matters relating to your health.
- To report sudden changes in your condition to the responsible practitioner.
- To follow the treatment plan recommended by your health care provider, including obtaining requested laboratory tests, x-rays, ultrasounds, MRIs, Stress tests, etc.
- To verify that requested tests, and/or medications are a covered benefit with your insurance.
- To keep scheduled appointments, or when not able to do so, notifying San Ramon Valley Primary Care within 24 hours to reschedule.
- To provide San Ramon Valley Primary Care accurate and current information for your insurance.
- To meet your financial obligations promptly.
- To provide co-payment at the time of service or incur and additional \$15 fee for billing the co-payment to you.
- To be prepared for your visit and aware of your allotted appointment time.
- To discuss only those issues that the appointment was scheduled for and schedule follow up visits as directed.
- To bring all medications to each scheduled visit.
- To call your pharmacy or our office **at least 5 days prior** to using the last of any medication for a refill request.
- **To be considerate and respectful of San Ramon Valley Primary Care's personnel and property. It is expected that patients and families will not engage in physician or staff bullying or maltreatment which includes verbal threatening, physical intimidation and/or physical assault. Our policy is that there will be zero tolerance for such behavior and if necessary SRVPC will enlist police protection.**

Patient Signature: _____ Date: _____