

CMS CLINIC PATIENT RIGHTS AND RESPONSIBILITIES

At CMS we respect your rights as a patient. We want you to know these rights as well as your responsibilities to CMS.

As a patient, you have the right:

- To be treated with respect and courtesy, including recognition of personal beliefs and values.
- To receive care in a setting and environment committed to patient safety.
- To privacy and confidentiality.
- To coordination and continuity of your health care.
- To know the identity of physicians, nurses, and others involved in your care.
- To information presented in terms you understand, including treatment and care options.
- To be involved in decisions regarding your health care plan.
- To access health care records according to the CMS Notice of Privacy Practices.
- To be heard if problems, complaints or grievances arise.
- To be informed of charges for services as well as payment options.

As a patient, you have a responsibility:

- To provide complete medical information to your health care providers, including a list of medications and devices for each visit.
- To ask questions so that you have a clear understanding.
- To make informed decisions.
- To report any changes in your health and medications.
- To report any changes in your contact information, ie: address, phone numbers.
- To understand your health problems and to follow agreed upon plans and instructions for your care.
- To recognize the impact of your lifestyle choices on your personal health.
- To keep scheduled appointments on time, or reschedule in a timely manner.
- To respect the rights, privacy and confidentiality of other patients and clinic personnel.
- To accept financial obligations and understand your own health insurance benefits.
- To treat CMS staff and providers with respect and courtesy.