



DERMATOLOGY CENTER FOR SKIN HEALTH, PLLC RIGHTS AND RESPONSIBILITIES OF PATIENTS

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At the Dermatology Center for Skin Health, PLLC, we strive to provide care to our patients with dignity, respect, and compassion. All patients have basic rights and the Dermatology Center for Skin Health, PLLC, providers and staff also have a right to expect reasonable and responsible behavior from patients, their relatives, and friends.

The following is a summary of rights and responsibilities that we believe are a foundation for a good relationship between our patients, providers, and staff.

PATIENT RIGHTS

Access to Care: You will be given impartial access to treatment or accommodations that are available or medically indicated regardless of race, creed, sex, gender identification, national origin, cultural or spiritual values, or disability.

Providers of Care: You have the right to know the name and professional status of individuals providing service and to know which physician is primarily responsible for your care. Your health-care team may include physicians, physician assistants, nurses, and clinical assistants.

You have the right to receive considerate, respectful care at all times and under all circumstances, with recognition of personal dignity, diversity, and religious and other spiritual preferences.

You have the right, within the law, to personal and informational privacy.

You have the right to be examined in surroundings to assure reasonable privacy. This includes the right to request to have another person present during certain parts of a physical exam, treatment or procedure performed by a health professional.

You have the right to expect any discussion or consultation involving your care will be conducted discreetly and that individuals not directly involved with your care will not be present without permission.

You have the right to have medical records accessed only by individuals you put on the consent form.

You have the right to have all communications and other records pertaining to care, including source of payment, treated as confidential.

SAFETY

Patient safety is our priority! You have a right to have care provided in a safe setting.

Everyone has a role in making health care safe, including physicians, health-care executives, nurses, and staff.

You play a vital role in making your care safe by becoming an active, involved, and informed member of your health-care team. Your perception of risks to safety and suggestion for improvement will be heard and responded to appropriately. Please make your health care providers aware of any concerns you have.

INFORMATION AND EDUCATION

You have the right to have information following your appointment that concerns your specific situation. You also have the right to call to ask for clarification at any time.

CHARGES

You have the right to receive a copy of a reasonably clear and understandable itemized bill and have the charges explained to you upon your request.

You have the right to receive, upon request and prior to treatment, a reasonable estimate of charges for your care.

CONSENT

You have the right to reasonable, informed participation in decisions involving your health care. To the degree possible, this should be based on a clear and concise explanation of your condition and planned procedures, including possibly risks or serious side effects. You will be informed if there are alternatives to medical care or treatment.

REFUSING TREATMENT

You may refuse treatment to the extent permitted by law. When refusal of treatment by you or legal representative prevents the provision of appropriate care in accordance with professional standards, our relationship with you may be terminated upon reasonable notice.

PATIENT RESPONSIBILITIES

RESPECT AND CONSIDERATIONS

You are responsible for being considerate of the rights of other patients, providers, and the staff of the Dermatology Center for Skin Health, PLLC. This includes noise control, visitors, and not smoking on the premises. You understand that any abusive or disrespectful behavior could result in your dismissal from the Dermatology Center for Skin Health, PLLC.

SAFETY

You play a vital role in making your care safe by becoming an active, involved, and informed member of your health-care team.

You are responsible for working with your provider, nurse, clinical assistant and other staff to make decisions about your care.

You are responsible for notifying the Dermatology Center for Skin Health, PLLC of any changes to your plan of care.

You are responsible for asking a family member or friend to be a part of your health-care team if you are very sick.

You are responsible for asking questions until you understand the answers about treatment, procedures and medications.

You are responsible for asking why a treatment is needed, how it can help you, and if you would be better off without it.

You are responsible for learning about the possible risks of refusing a test, procedure, or treatment.

You are responsible for asking the provider to explain the recommended or prescribed treatment plan.

You are responsible for asking for information about your medicines in terms you understand. What it is for, how long to take it, how to take it, what to do if there are side effects, is it safe to take with other medicines, foods, and supplements, are there any foods, drinks or activities to avoid, and where to store it.

PROVIDING INFORMATION

As a patient, you are an integral part of the health-care team. Therefore:

You are responsible for participating in your care and health-care decisions.

You are responsible for providing to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, allergies, and other matters relating to your health.

You are responsible for reporting any unexpected changes in your condition to the provider.

You are responsible for communicating whether you clearly understand your plan of care and what is expected of you.

EDUCATION

You are expected to participate in the teaching/learning process so that you will acquire and understand the skills and behaviors that promote recovery, maintain or improve function, or manage disease or symptom progression.

CHARGES

You are responsible for assuring that your financial obligations for health care received are fulfilled as outlined in the financial agreement.

COMPLIANCE

You are responsible for following the treatment plan recommended by the provider. This may include following the instructions of the providers and clinical staff as they carry out your plan of care, implementing the responsible practitioner’s orders and enforcing applicable clinic rules and regulations.

You are responsible for keeping appointments and for notifying the staff at the Dermatology Center for Skin Health, PLLC when you are unable to do so. To cancel or reschedule an appointment, call 304-598-3888.

REFUSING TREATMENT

You are responsible for your actions if you refuse treatment or do not follow the practitioner’s instructions.

PERSONAL PROPERTY

The Dermatology Center for Skin Health, PLLC is not responsible for cash valuables and personal items you bring to the office. This includes purses, wallets, eyeglasses, cellphones, hearing aids, dentures, canes, prostheses, wheelchairs, and other easily misplaced items.

YOUR CONCERNS

If you have a concern about any aspect of your care at the Dermatology Center for Skin Health, PLLC, please let us know so we can resolve it promptly. We consider your comments opportunities for us to improve care and service. To address concerns, you may:

- 1) Speak to your practitioner or clinical staff person.
- 2) Speak to the Practice Administrator.

Signature of Patient: _____ Date: _____

Parent/Guardian of Patient: _____ Date: _____