



## **PATIENT RESPONSIBILITIES**

**“Mutual respect and cooperation are basic to the delivery of quality care services.  
To optimize your visit at Heights Medical, we ask that you abide by the following guidelines:**

The patient has the responsibility to provide, to the best of his/her knowledge, accurate, and complete information about present complaints, past illnesses, hospitalization, medications, changes in his/her condition and other matters relating to his/her health.

Provide staff with relevant information necessary to the development and implementation of our plan of care and to the smooth and effective coordination of your insurance and medical benefits.

The patient is responsible for making it known whether he/she clearly understands the treatment plan and what is expected of him/her. An informed patient is the cornerstone of a safe environment of care.

The patient is responsible for following the treatment plan recommended for his/her care.

Recognize that you may be responsible for a portion of your bill depending on your insurance coverage and that is your obligation to fulfill your financial commitments.

Remember that for the comfort and safety of patients, staff and visitors, Heights Medical is smoke, drug and alcohol free.

The patient is responsible to arrive for an appointment in a timely manner, as well as, fulfilling financial obligations at time of appointment (co-pay).

The patient is responsible for keeping appointments, and if for any reason he/she cannot keep an appointment, he/she is responsible to notify the office and reschedule missed appointments.

The patient is responsible for following the instructions of the staff as they carry out the coordinated plan of care and implement the physician orders, and as they enforce the office rules.

The patient must conduct himself/herself in a courteous manner. The patient is responsible for being considerate of the rights of other patients and office personnel, and for assisting in the control of noise.

The patient is responsible for their own personal belongings.

The patient is responsible for being respectful of the property of others as well as the office.

The patient is responsible to assist us in the maintenance of a complete and accurate record, notifying us of any changes of health, personal or insurance information.

The patient is responsible to assist us in the maintenance of a safe environment, by immediately reporting safety concerns to a staff member.