



Patient Responsibilities

## Patient's Responsibilities

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- You have the responsibility to be an active member of your health care team and to follow the treatment plan that you and your provider agree upon.
- You have the responsibility to ask questions and tell us when you don't understand a treatment option or decision being considered.
- You have the responsibility to help your provider understand your concerns and the way your life circumstances may impact your care.
- You have the responsibility to keep your provider informed of all services you are receiving from outside agencies or individuals.
- You have the responsibility to notify the IWS Family Health immediately if your contact or personal information and/or if your insured status or financial situation have changed.
- You have the responsibility to come to your appointment without being under the influence of alcohol or illicit drugs. If you are under the influence of illicit substances, you will not be seen and you will be asked to reschedule your appointment.
- You have the responsibility to attend to your appointment and to arrive 10-15 minutes before your scheduled appointment time.
- Please provide at least 24 hours advanced notice if you need to cancel your appointment. If you fail to do so, you may be charged a fee.
- Multiple missed appointments can result in being dismissed from the practice.
- No more than two children are allowed in an exam room at a time. Minor children cannot be left alone in the waiting room. ***Please make arrangements to have childcare for younger children who do not have an appointment.***
- You have the responsibility to answer all questions and complete all paperwork completely and honestly, including (but not limited to) information about financial status, health conditions and care received elsewhere.
- You have the responsibility to treat everyone at IWS Family Health with respect. Physical, verbal, or sexual harassment of staff or other clients, swearing or disorderly conduct will not be tolerated. This type of behavior may result in immediate termination from IWS Family Health services.
- You have the responsibility to not talk about anything you learn about other people who receive care at IWS Family Health.
- You have the responsibility to pay your bills or make arrangements with IWS Family Health to meet financial obligations in a timely manner.
- You have the responsibility to share your complaints and concerns and provide suggestions that will help us provide you the best care possible.

