

# PRIMECARE PEDIATRICS

15 BAYNARD PARK  
NEWNAN, GA 30265

## PATIENT RIGHTS

All patients of PrimeCare Pediatrics have a right to

1. Receive considerate and respectful care
2. Receive private and confidential care
3. Know the names and roles of office staff and provider(s)
4. Ask for and receive complete and understandable information about their care, and possible outcomes of potential treatments
5. Participate in decisions regarding the care they receive
6. Request assistance and receive a response for any concerns
7. Refuse treatment
8. Access their medical records within HIPAA regulations
9. Receive an explanation of their bill
10. Exercise reasonable cultural and spiritual beliefs
11. Voice concerns to appropriate staff of PrimeCare Pediatrics without fear of reprisal or discrimination
12. Expect reasonable safety related office practices and environment
13. Know the relationship of our staff with outside parties that may influence their treatment or care
14. Expect high ethical standards to be followed in providing care

## PATIENT RESPONSIBILITIES

Patients of PrimeCare Pediatrics have the responsibility to

1. Provide complete and accurate health and insurance information
2. Ask questions when in doubt about their child's diagnosis or treatment
3. Promptly communicate changes in their child's health and /or condition to their healthcare provider
4. Know the benefits and restrictions of their child's insurance policies and coverage
5. Pay their medical bills promptly
6. Follow their healthcare provider's instructions, or discuss with them any obstacles in complying with prescribed treatment
7. Accept responsibility for refusing treatment or not following their treatment plan
8. Show consideration for others around them, including other patients and staff
9. Follow all office rules affecting patient conduct and care
10. Keep all appointments as recommended by our staff and call ahead to cancel or reschedule appointments as necessary