



Pediatric Partners of Virginia Patient Rights and Responsibilities

YOUR RIGHTS

You have the right to:

- Be treated with courtesy and respect, with appreciation of your individual dignity and with protection of your need for privacy
- A prompt and reasonable response to questions and requests
- Know who is providing medical services and who is responsible for your care
- Know what patient support services are available, including whether an interpreter is available if you do not speak English
- Bring any person of your choosing to the patient-accessible areas of your Pediatric Partners of Virginia clinic to accompany you while you are receiving care or consulting with your clinician, unless doing so would risk the safety or health of yourself, other patients or the office staff or cannot be reasonably accommodated by the office or clinician
- Know what rules and regulations apply to your conduct
- Be given information concerning diagnosis, evaluation, planned course of treatment, alternatives, risks and prognosis
- When it is medically inadvisable for you to receive such information, the information will be provided to a person designated by you or to a legally authorized person.
- Participate in decisions involving your healthcare, except when such participation is contraindicated for medical reasons
- Refuse any treatment, except otherwise provided by law
- Be given, upon request, full information and necessary counseling on the availability of known financial resources for your care
- Receive a reasonable estimate of charges for medical care upon request and prior to treatment
- Receive a copy of reasonably clear and understandable itemized bill and to have the charges explained upon request
- Impartial access to medical treatment or accommodations regardless of race, national origin, religion, handicap or source of payment
- Treatment for any emergency medical condition that will deteriorate from failure to provide treatment
- Know if medical treatment is for purposes of experimental research and to give your consent or refusal to participate in such experimental research
- Express grievances regarding any violation of your rights, as stated by Florida law, through Pediatric Partners of Virginia grievance procedure and to the appropriate state licensing agency
- Change your clinician if other clinicians are available

YOUR RESPONSIBILITIES

You are responsible for:

- Treating all healthcare professionals, staff and other patients with respect
- Providing Pediatric Partners of Virginia accurate and complete information to the best of your knowledge about present complaints, past illnesses, hospitalizations, medications including over the counter products, dietary supplements, any allergies and sensitivities or other matters relating to your health
- Reporting unexpected changes in your condition to Pediatric Partners of Virginia
- Reporting whether you comprehend a contemplated course of action and what is expected of you to the clinician
- Following the treatment plan recommended by Pediatric Partners of Virginia and to participate in your care
- Keeping appointments and notifying Pediatric Partners of Virginia clinics when you're unable to do so for any reason
- Your actions if you refuse treatment or do not follow Pediatric Partners of Virginia instructions
- Assuring the financial obligations of your healthcare are fulfilled as promptly as possible, including any charges not covered by insurance
- Following healthcare facility rules and regulations affecting patient care and conduct

COMPLAINTS & GRIEVANCES

If you experienced a problem that was not resolved to your satisfaction, you may file a complaint or grievance with the office manager in your providers office location. All complaints and grievances are handled equally, and action will be taken to resolve them right away. You may also file a complaint or grievance either in writing or by calling:

Pediatric Partners of Virginia Corporate Administrator at 804-464-2018.