

Olentangy Private Internal Medicine

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Patient Rights and Responsibilities Policy

Olentangy Private Internal Medicine physicians and staff acknowledge and adhere to the following patient rights and Responsibilities as related to your care:

Patient Rights

- Patients have the right to quality services, appropriate to their health care needs, which are delivered in a timely manner
- Patients have the right to appropriate Medically Necessary medical care without discrimination in regards to sex, culture, economic situation, education, or religion.
- Patients have the right to reasonable access to medical care.
- Patients have the right to confidentiality in regard to medical and social history, individual medical records and medical information.
- Patients have the right to be treated with dignity, respect and consideration.
- Patients have the right to be informed about personal health as it concerns medical conditions, diagnostic tests and treatment plans.
- Patients have the right to change physicians/providers.
- Patients have the right to a second opinion.
- Patients have the right to involvement in decision-making concerning treatment.
- Patients have the right to refuse participation in research. Human experimentation affecting care or treatment shall be performed only with a patient's informed consent.
- Patients have the right to auditory and visual privacy during a visit.
- Patients have the right to approve or refuse the release of information except when the release is required by law.
- Patients have the right to refuse treatment or therapy. Such persons will be made aware of the consequences of their decision and it will be documented in their medical record.
- Patients have the right to create **Advance Directives** which let providers and others know the persons' wishes concerning medical treatment.
- Patients have the right to assert complaints and grievances about the providers and the health care provided.
- Patients have the right to be informed about the role of medical students/supervised practitioners and the right to refuse such care.

Patient Responsibilities

- To become informed about your insurance plan including benefits available.

- To become knowledgeable of the system to access medical care.
- To keep all scheduled appointments and to notify the provider when unable to keep a scheduled appointment.
- To follow all medically appropriate physician orders and prescriptions.
- To furnish the provider with a copy of your **Advance Directives and/or Power of Attorney**.
- To treat all personnel with courtesy and respect.
- To provide complete health status information for accurate diagnosis and appropriate treatment.
- To always call Omega Executive Healthcare before receiving Urgent Care and, when possible Emergency Care
- To notify Omega Executive Healthcare when you receive Emergency care within twenty-four hours or as soon as possible.