



PATIENT RIGHTS and RESPONSIBILITIES

MedLink Georgia is committed to providing high quality care that is fair, responsive, and accountable to the needs of our patients and their families. We are committed to working with our patients and their families with our goals to not only provide appropriate health care and related services, but also to address any concerns they may have regarding such services. We encourage all of our patients to be aware of their rights and responsibilities and to take an active role in managing and improving their health and strengthening their relationships with our health care team.

YOU HAVE A RIGHT TO:

- Receive high quality care based on professional standards of practice, regardless of your (or your family's) ability to pay for such services.
- Obtain services without discrimination on the basis of race, ethnicity, nation origin, sex, age, religion, physical or mental disability, sexual orientation or preference, marital status, or socio-economic status.
- Be treated with courtesy, consideration, and respect by all MedLink Georgia staff, at all times and under all circumstances, and in a manner that respects your dignity and privacy.
- Expect that MedLink Georgia will maintain the confidentiality of information in your electronic health record.
- Receive information regarding the availability of support services, including translation, transportation, and education services.
- Receive sufficient information to participate fully in decisions related to your health care. If you are unable to participate fully, you have the right to be represented by parents, guardians, family members or other designated surrogates.
- Ask for and receive information regarding your financial responsibility for services.
- Develop advance directives and be assured that all health care providers will comply with those directives in accordance with law.

YOU HAVE A RESPONSIBILITY TO:

- Provide complete and accurate health, medical, and insurance information including an advance directive if appropriate.
- Be considerate and respectful of other patients and MedLink staff.
- Ask questions when in doubt.
- Communicate changes in your health and/ or condition to your care team.
- Follow your providers' instructions or discuss with them any obstacles you may have in complying with your prescribed treatment plan.
- Keep all scheduled appointments and arrive on time.
- Actively participate in planning your care.
- Advise MedLink Georgia of any concerns, problems, or dissatisfaction with services provided or the manner in which (or by whom) they were furnished.
- Understand to the best of your ability your health benefits and any exclusions, deductibles, co-payments, and treatment costs while making a good faith effort to meet financial obligations, including promptly paying for services provided. Known copayments are expected to be paid prior to services being rendered. If outstanding balances exceed \$100.00, you will be referred to the Practice Manager or representative to discuss making payment arrangements. Balances left unpaid may be referred to an outside collection agency.
- Use electronic means (patient portal) appropriately to access your patient information.

If you have any questions, concerns, or comments, please request to speak to the Practice Manager. If you feel your question or concern has been unresolved, please contact the MedLink Georgia Administrative office at either comments@medlinkga.org or 706-788-3234.

Patient Signature

Date