



**Bella Vista Internal Medicine**  
**Jigna Patel, MD PLLC**  
**2680 S Val Vista Dr, Ste 131 Bldg 6**  
**Gilbert, AZ 85296**

## **Patient Right's and Responsibilities**

### **Patient Rights**

- **Ability to Get Medical Care**
  - You have the right to fair medical care or help regardless of race, country of birth, religion, disability or how your medical costs are paid.
  - When the clinic cannot meet your request or need for care, you will be transferred, when the doctor allows it, to an available and correct place for you.
  - You and/or the person who speaks for you have the right to tell your wishes as to how you receive medical care. The clinic is willing to within the law and ethical practice agree to withhold or stop treatment if you or the person who speak for you want that to happen.
- **Respect, Dignity and Consideration**
  - You and/or the person who speaks for you have the right to polite, respectful care at all times and under all conditions with respect to your person, your feeling, and what you believe and hold important.
  - You and/or the person who speaks for you have the right to use your traditions and your religious beliefs that do not harm the well being of others, including the patient, or the doctor's plan for you.
  - You and/or the person who speaks for you have the right to your emotional and religious needs being met through clinic people, or places in the community.
  - You and/or the person who speaks for you have the right to know what patient support services are available including whether someone who speaks your language is available (if you do not speak English).
- **Personal and Information Privacy**
  - You and/or the person who speaks for you have the legal right to personal privacy and privacy of information.
  - You and/or the person who speaks for you do not have to talk to people not directly taking care of you.
  - You and/or the person who speaks talks with your doctor should not be shared without you and/or the person who speaks agreeing.
  - When you are examined know what role anybody watching may have in your care.
  - You or the person who speaks for you has the right to the information in your medical file as allowed by law. Your medical file should only be read by people following your care or by people allowed by law or clinic rules. Your medical file will not be open to anyone else, unless you or the person who speaks for you has given written permission.

- **Clear Information About Your Condition and Care**
  - You and/or the person who speaks for you have the right to prompt and reasonable answers to your questions and requests.
  - You and/or the person who speaks for you has the right to needed information, in a short and clear explanation, to help you make treatment decisions that you want. You should not have any medical procedure that has risks without you (or the person who speaks for you) understanding and agreeing.
  - You and/or the person who speaks for you have the right to know of unproven research or educational activities involved in your care. You also have the right to say no to any such activity.
  
- **Involvement in Decision-Making**
  - You and/or the person who speaks for you has the right, along with your doctor, to make decisions involving your care and to know:
    - The name of the doctor who is taking care of you,
    - The name and job of the people who are ordering and doing medical tests for you,
    - If there are any partnerships between people taking care of you,
    - What is being done to you and why you need the care,
    - How the treatment will help you,
    - What are the chances of you getting better because of this care,
    - What can be done to relieve your pain,
    - About problems in healing,
    - If there is anything else that could work to make you better,
    - How to decide on directions (“advance directives”) that will be given in case you cannot get better and
    - How to take part in the decision about things that are discussed in your care that can be considered fair or unfair.
  
- **Names of Those Who are Taking Care of You**
  - You and/or the person who speaks for you have the right to know who the people are and what they are trained to do for your care, including the name of the doctor who takes care of you.
  
- **Meeting with other Medical People on Your Case**
  - At your request and costs, you and/or the person who speaks for you have the right to talk with someone else who is an expert in your type of sickness.
  
- **Refusal of Treatment**
  - You and/or the person who speaks for you have the right to accept medical care or to refuse treatment and to be told of the medical outcomes of refusal, within the limits of the law. You have the right to leave the clinic against medical advice in all cases except when it is considered a crime against the state, but you will be asked to sign a form saying that you left against medical advise.

- **Communication**
  - You and/or the person who speaks for you have the right to contact people outside the clinic through visitors or by writing or speaking to them. You also have the right to someone who speaks your language if necessary.
- **Your Treatment Costs**
  - If you and/or the person who speaks for you have insurance or other programs, including Medicare, that pay your bills, you have the right to know, by asking for it and before any treatment, whether the clinic will take the amount that your insurance or Medicare will pay.
  - You and/or the person who speaks for you have the right to a detailed written list of your total bill for care, no matter how care will be paid for. If you need help with paying your bill, you may have the information on how to get that help.
- **Rules and Regulations**
  - You and/or the person who speaks for you have a right to know what clinic rules and policies apply to how you act while a patient. If you and/or the person who speaks for you have any complaints, you and/or the person who speaks for you have a right to have the Compliance Officer for the clinic answer your complaints. Your complaint will in no way make a difference on how you are treated or keep you from getting medical care in the future.

## **Your Responsibilities**

As a patient of **Bella Vista Internal Medicine (Jigna Patel, MD PLLC)**, you and/or the person who speaks for you also have to do certain tasks that are for your own best interest.

- **Give Information**
  - You and/or the person who speaks for you are responsible for giving, as completely as you can, true and full information about your present complaints, pain, past illnesses, past stays in the hospital, medicine you are taking or have taken, how you wish to be taken care of in case you cannot recover and other items that concern your health or care. You and/or the person who speaks for you are also responsible for telling about unexpected changes in how you feel to the person taking care of you.
  - You and/or the person who speaks for you are responsible for telling if you clearly understand how you will be taken care of and what you need to do for that care.
- **Follow Instructions**
  - You and/or the person who speaks for you are responsible for doing what the doctor and his/her team have decided with you to help you heal. If you and/or the person who speaks for you do not understand what you are to do, or if you are worried, you and/or the person who speaks for you need to let the person taking care of you know as soon as possible about you and/or the person who speaks for you feelings and worries.

- **Keep Appointments**
  - You and/or the person who speaks for you should keep any doctor appointments or telephone the clinic if you cannot keep them.
- **Saying No to Treatment**
  - If you and/or the person who speaks for you say no to treatment or do not follow what your doctor suggests, you or the person who speaks for you are responsible for what happens to you.
- **Respect for Others**
  - You and/or the person who speaks for you are responsible for being polite and respectful to other patients as well as clinic employees and property. You and/or the person who speaks for you should also see that your visitors are polite and respectful.
- **Your Bills**
  - You and/or the person who speaks for you have a responsibility to pay clinic bills quickly or if there are concerns ask questions about those bills. You and/or the person who speaks for you also must give any information necessary to help your insurance company pay your bills.