

Chapel Hill Internal Medicine

The Patients' Bill of Rights and Responsibilities

We recognize that each patient has the right to the following:

- To be treated with courtesy and respect, with appreciation of his/her individual dignity, and with protection of his/her need for privacy.
- To a prompt and reasonable response to questions and requests.
- To know who is providing medical services and who is responsible for his/her care.
- To know what patient support services are available, including whether an interpreter is available of s/he does not speak English.
- To know what the rules and regulations are that apply to his/her conduct
- To be given, by his/her health care provider, information concerning diagnoses, planned course of treatment, alternatives, risks, and prognosis.
- To refuse any treatment, except as otherwise provided by law.
- To be given, upon request, full information and necessary counseling on the availability of known financial resources for his/her care.
- To know, in advance of treatment and upon request, whether the health care provider or health care facility accepts Medicare assignment rate, if s/he has or is eligible for Medicare.
- To receive, upon request and prior to treatment, a reasonable estimate of charges for medical care.
- To receive a copy of a reasonably clear and understandable itemized bill and to have the charges explained, when requested.
- To impartial access to medical treatment or accommodations, regardless of race, national origin, religion, physical handicap, or source of payment.
- To treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- To know if medical treatment is for the purposes of experimental research and to give his/her consent or refusal to participate in such experimental research.
- To express grievances regarding any violations of his/her rights through the grievance procedure of the health care provider, health care facility, and the NC Medical Board.

We expect the patient to be responsible for the following:

- For providing the health care provider with complete and accurate information about present complaints, past illnesses, surgeries, and hospitalizations, medications, and other matters relating to his/her health.
- For reporting unexpected changes in his/her condition to the health care provider.
- For reporting to the health care provider whether s/he understands the planned course of treatment and what is expected of him/her.
- For following the treatment plan recommended by his/her health care provider.
- For keeping appointments or, when unable to keep an appointment, notifying the provider or health care facility of the need to cancel or reschedule.
- For his/her actions if s/he refuses treatment or does not follow the health care provider's instructions.
- For assuring that the financial obligations of his/her treatment are fulfilled as promptly as possible.
- For following the health care facility's recommendations guiding conduct in a public environment.

Several opportunities exist for Chapel Hill Internal Medicine GI Unit to obtain patient feedback in order to improve patient care.

- Patient Satisfactory Survey. Please complete and return as soon as possible.
- Patient Complaints. Please indicate on the Patient Satisfaction Survey, or contact the Practice Administrator by calling 919-942-5123. You may make an anonymous complaint. If you wish to receive a reply, you must provide your name, but you have the right to ask the Administrator to hold your name in confidence. If you make a verbal or written complaint, your current or future care at Chapel Hill Internal Medicine will not be adversely affected.
- If the patient has a complaint that is not satisfactorily handled by us, the patient may contact the NC Medical Board at 1800-253-9653