

Patient Rights & Responsibilities

Patient Rights

As a patient at Health Now, you have the right to:

1. Respectful, Non-Discriminatory Care

Receive considerate, respectful care regardless of age, gender, race, religion, disability, sexual orientation, or financial status.

2. Safe and Private Care Environment

Expect privacy during exams, discussions, and treatments.

3. Access to Your Health Information

View or obtain copies of your medical records as permitted by law.

4. Informed Decision-Making

Receive information about your diagnosis, treatment options, risks, and alternatives explained in clear terms.

5. Participation in Your Treatment Plan

Ask questions and make decisions about your care.

6. Confidentiality

Your personal and medical information will be protected under HIPAA and HITECH.

7. Second Opinions

Seek a second opinion or transfer care if desired.

8. Voice Concerns

Express concerns or complaints without fear of retaliation.

Patient Responsibilities

As a patient at Health Now, you are responsible for:

1. Providing Accurate Information

Share complete and accurate health information to help us provide safe and effective care.

2. Following the Treatment Plan

Ask questions when you do not understand something and follow the agreed-upon plan.

3. Respecting Staff and Other Patients

Behave in a respectful and non-disruptive manner.

4. Keeping Appointments

Arrive on time and notify us at least **24 hours** in advance if you need to cancel.

5. Financial Obligations

Pay for services not covered by insurance, including deductibles, copays, cash-pay services, IV therapy fees, missed appointments, and any charges resulting from late cancellations.

6. Using Technology Appropriately

Use the patient portal, telehealth links, and electronic communication systems responsibly and securely.