



OKLAHOMA CANCER SPECIALISTS AND RESEARCH INSTITUTE

PATIENT RIGHTS

As a patient, I have the right to:

- Full information about my rights and responsibilities as a patient in a physician's office.
- Receive in terms I can understand:
 - ◆ An explanation of my medical condition.
 - ◆ The benefits and risks of the treatments my doctor recommends.
 - ◆ Alternatives to that treatment.
 - ◆ An understanding of the consequences if I choose not to undergo recommended treatment.
- An explanation of all rules, regulations and services provided by the doctor's office, including the days and hours of service and how to reach a physician after regular office hours.
- Choose my own physician and be informed of the names, areas of responsibility and experience of the staff.
- Participate in developing my Plan of Care including an Advance Directive.
- Participate, or refuse to participate, in any research study or aspect of care including investigational studies and freely withdraw previously given consent for further treatment.
- Full financial explanation and payment schedules prior to beginning any treatment.
- Receive expert, professional care without discrimination regardless of race, creed, color, religion, national origin, handicap, sexual preference, sex or age.
- Be treated with courtesy, dignity and respect of my personal privacy by all practice employees.
- Complain or file grievance with the Practice Administrator without fear of retaliation or discrimination.
- Confidential treatment of my condition, medical record and financial information.
- Obtain copies of my personal records upon my request.

PATIENT RESPONSIBILITIES

As a patient, I have the responsibility to:

- Provide accurate and complete information related to my physical condition, hospitalizations, medications, allergies, medical history and related items.
- Provide new or changed information related to my health insurance to the practice business office and be prepared to meet my co-pay requirements during office visits.
- Treat physicians, advanced practitioners, staff and other patients with courtesy, dignity and respect regardless of race, creed, color, religion, national origin, handicap, sexual preference, gender or age. Inappropriate, discriminatory or derogatory comments will not be permitted.
- Refrain from aggressive or threatening behavior -verbal or physical. Disruptive acts or hostile behavior toward staff, licensed practitioners, or other patients or visitors will not be tolerated.
- Contact the office in advance when unable to keep a scheduled appointment.
- Request more detailed explanations for any aspect of service I do not understand.
- Inform my physician or nurse of any changes in my condition or any new problems or concerns.
- Inform my physician or nurse about prescription refill needs before my supply is gone.
- Communicate any change in my address or telephone number to the practice business office.
- Participate and cooperate in my Plan Of Care, Advance Directive and Living Will.