



# MIDWEST DERMATOLOGY

**As a patient and an active participant in your health care, our patients have the right:**

- To considerate, patient-focused and respectful care
- To a safe and pleasant environment
- To confidential treatment of all records and communications of his/her medical care
- To be free from all forms of harassment or abuse
- To reasonable continuity of care and advance knowledge of the time and location of the appointment
- To receive as much information is needed by the patient concerning any proposed treatments or procedures in order to give consent or to refuse this course of treatment. Except in cases of emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in this treatment, possible alternative courses of treatment or non-treatment and the risks involved with each option.
- To actively participate in decisions regarding medical care. To the extent permitted by law, this includes the right to refuse treatment.
- To return all retail cosmetic products purchased within 14 days of date of purchase for a credit or refund. All cosmetic products may only be returned if returned sealed, unopened and in the original packaging. Receipt of purchase must be provided as proof of purchase. Please note that all sales are final for medical products like Latisse® or hydroquinone. All other refund requests are processed within six weeks.
- To receive a copy of your medical record if requested. If a copy is requested, you may be charged a fee for the associated administrative costs.
- To have complaints forwarded to management for a response and to have your requests responded to promptly and sufficiently
- To have an interpreter. Interpreter should be requested at least 48 hours in advance of appointment.
- To receive this notice in written format if this information was obtained via our website or by electronic mail (e-mail)

**The patient's responsibility is:**

- To be respectful to medical providers and clinic associates
- To be open and honest with medical providers
- To provide to the best of their ability, accurate and complete information about present conditions, past illnesses, medications and other health-related matters.
- To comply with medical treatment plans
- To ask questions if something is unclear or if questions remain
- To report any suspected fraud or wrongdoing
- To avoid putting others at risk
- To keep scheduled appointments or call 24 hours prior to the appointment when they are unable to keep the appointment.
- To confirm insurance benefits and financial responsibility prior to treatment. This includes patients calling to confirm network benefits and unmet deductibles. There is also an automatic fee of \$40.00 for returned checks (insufficient funds)
- To bring their insurance card, driver's license or State ID and co-payment to each visit
- To make their patient payments within 30 days from the date of their statement or to contact Midwest Dermatology to make payment arrangements.
- To accept personal financial responsibility for any charges not covered by their insurance.
- To arrive at the clinic in a non-altered state. No patient will be seen under the influence of drugs or alcohol