



## PATIENT RIGHTS AND RESPONSIBILITIES

You, the patient, have the right to:

- Speak to a real person when you telephone during normal business hours, as posted.
- Courteous behavior when making an appointment, checking in, paying a bill, or being checked in by the medical assistant.
- Clean and sanitized areas for your examination and care.
- Clean, sanitized and/or sterilized equipment for you're your medical care.
- Courteous, careful and knowledgeable treatment by the physician and his assistants in administering to your medical needs.
- A complete and full explanation of all treatment options by the physician or his assistants.
- Expect complete privacy of your medical care and records to be kept by this physician and his staff.
- This office's billing department's commitment to you, to bill your insurance carrier(s) on your behalf and to accept any provider discounts as contracted between your carrier and the physician.
- A complete and full explanation of all options in paying your outstanding bill, if and you're your contact the billing department with a question or concern.
- Remember that: This physician and staff brings joy to every patient – some when they enter and some when they leave.

You, the patient, have the responsibility to:

- Provide complete and accurate identification, address, telephone and emergency information and to keep this information updated.
- Provide complete and accurate insurance billing information, including primary, secondary and tertiary insurances.
- To pay in full, at the time of service, all co-pays assigned to you by your insurance carrier.
- To pay in full, at the time of service, all deductibles assigned to you by your insurance carrier, unless other arrangements are made between you and the billing department manager.
- Contact the billing department PROMPTLY if you have any questions regarding your statement.
- Provide a complete and accurate medical history, including medications, previous medical problems, previous medical care and previous hospitalizations.
- Contact the doctor PROMPTLY if you have any questions about your medications or condition.
- IN THE EVENT OF A MEDICAL EMERGENCY, CALL 911, or, to receive the phone triage number to reach Dr. Edson after hours, on weekends or holidays, call (801) 294-5224.
- Make appointments for all visits, and understand that if you do not make an appointment, but just come in to be seen, you may not get in immediately or even that day.
- Remember that: Every patient brings joy to this office – some when they enter and some when they leave.