



CANYON VIEW
EAR, NOSE & THROAT

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Provider Statement of Patient Rights and Responsibilities

- Patients have the **right** to be treated with dignity and respect.
- Patients have the **right** to fair treatment, regardless of race, ethnicity, creed, religious belief, sexual orientation, gender, age, health status, or source of payment for care.
- Patients have the **right** to have their treatment and other patient information kept private. Only by law may records be released without patient permission.
- Patients have the **right** to access care easily and in a timely fashion.
- Patients have the **right** to a candid discussion about all their treatment choices, regardless of cost or coverage by their benefit plan.
- Patients have the **right** to share in developing their plan of care.
- Patients have the **right** to the delivery of services in a culturally competent manner.
- Patients have the **right** to information about the organization, its providers, services, and role in the treatment process.
- Patients have the **right** to information about provider work history and training.
- Patients have the **right** to information about clinical guidelines used in providing and managing their care.
- Patients have a **right** to know about advocacy and community groups and prevention services.
- Patients have a **right** to freely file a complaint, grievance, or appeal, and to learn how to do so.
- Patients have the **right** to know about laws that relate to their rights and responsibilities.
- Patients have the **right** to know of their rights and responsibilities in the treatment process, and to make recommendations regarding the organization's rights and responsibilities policy.
- Patients have the **responsibility** to treat those giving them care with dignity and respect.
- Patients have the **responsibility** to give providers the information they need, in order to provide the best possible care.
- Patients have the **responsibility** to ask their providers questions about their care.
- Patients have the **responsibility** to help develop and follow the agreed-upon treatment plans for their care, including the agreed-upon medication plan.
- Patients have the **responsibility** to let their provider know when the treatment plan no longer works for them.
- Patients have the **responsibility** to tell their provider about medication changes, including medications given to them by others.
- Patients have the **responsibility** to keep their appointments. Patients should call their providers as soon as possible if they need to cancel visits.
- Patients have the **responsibility** to let their provider know about their insurance coverage, and any changes to it.
- Patients have the **responsibility** to let their provider know about problems with paying fees.
- Patients have the **responsibility** not to take actions that could harm others.
- Patients have the **responsibility** to report fraud and abuse.
- Patients have the **responsibility** to openly report concerns about quality of care.
- Patients have the **responsibility** to let their provider know about any changes to their contact information (name, address, phone, etc).
- Patients have the **right** and the **responsibility** to understand and help develop plans and goals to improve their health.