

YOUR RIGHTS AS A PATIENT

The office of Dr. Dale Willoughby is dedicated to providing quality oral and maxillofacial surgery service to you. As a patient here, you can expect to:

- Receive considerate and respectful care.
- Receive care in an environment that is safe and secure for self and property.
- Have personal privacy and confidentiality.
- Be informed about your diagnosis, treatment, alternatives, risks, and prognosis in language you can understand.
- Make decisions regarding your care.
- Participate in the development and implementation of the treatment plan.
- Refuse care, to the extent allowed by law, and know the medical consequences of doing so.
- Give an informed consent prior to any procedure or treatment.
- Know who is providing and is responsible for your care.
- Receive appropriate assessment and management of pain.
- Be informed of any continuing health needs following discharge: for example, post-operative instructions, return appointments, office visits.
- Accept or refuse presence of students from learning institutions during your procedure.
- Prompt and reasonable response to questions and requests.
- Receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- Be given, upon request, full information and necessary counseling on the availability of financial resources for your care.
- Receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have charges explained.
- Express concerns, complaints, and grievances without fear of discrimination.

YOUR RESPONSIBILITIES AS A PATIENT

Just as you have rights as a patient receiving care at our office, you must also understand your responsibility to:

- Provide accurate and complete information about your present complaint, medical and dental history.
- Report any unexpected changes in your condition to our health care staff.
- Ask questions when you do not understand the planned treatment or procedure.
- Follow the instructions of care provided once you have agreed to the recommended treatment plan.
- Understand you are responsible for your own actions if you refuse treatment or do not follow the recommended treatment plan.
- Make an effort to cooperate with health care personnel during provision of care.
- Ask what to expect regarding pain and pain management.
- Keep appointments or contact us if you are unable to keep the appointment.
- Be respectful and considerate of staff members, other patients, and the office's property.
- Meet your financial obligations promptly.
- Share your concerns, and provide suggestions and compliments that will help us provide high quality, supportive care.

If you have suggestions or concerns regarding your care, please contact the Office Manager.