

Our Commitment to You



Neighborhood Family Practice partners with its patients. This ensures that the care you get is the right care for you. We will ensure that you understand and agree to the care you will receive. Working as partners will help you get the best results from your care.

We want patients and their families to understand their rights and responsibilities while in our care. This way, we believe that the care given by Neighborhood Family Practice will help each person reach their best level of health.

YOUR RIGHTS.....

Every person should understand his or her treatment. Every person should be able to make choices about his or her care.

Each person has the right to:

- good care given by respectful people in a safe setting
- have access to all the treatments offered by the Practice
- have access to his or her own medical information
- have whatever help is needed so as to understand the medical information about their care in their own language
- be informed about treatments before they are given
- know the benefits and risks of treatment
- know other possible ways to treat the problem
- agree to or refuse any treatment
- be told about studies or projects that might help in their care
- ask for a second opinion at their own expense

- have all personal information kept private
- know the names of people who are caring for them and how they were trained
- have pain assessed and treated
- help in understanding the cost of care and how it might be paid
- get needed care even if they cannot pay for it
- be free from abuse or harassment
- be free from the use of restraints used for control
- be free to raise concerns, complaints or suggestions. (to be listened to)

Your responsibilities are to:

- provide the most complete information that you can about your health now and in the past
- report changes in your health to those caring for you
- always ask questions if you do not understand the information given about your illness and treatment
- keep appointments or call if you need to change an appointment
- pay for your care if you can, or help find ways to pay if you cannot
- follow the rules of the Practice
- treat all the staff with respect
- give your address and phone numbers and keep them up to date