

RIGHTS AND RESPONSIBILITIES OF PATIENTS

As a Mountain Park patient, you have the right to:

- Access a medical professional 24/7 either in person or by phone.
- Be informed of and participate in treatment decisions.
- Designate a decision maker if needed.
- Refuse care or treatment, or withhold consent for medical care.
- Change medical providers at Mountain Park.
- Seek specialty care or a second opinion at your own expense.
- Be free from neglect, mistreatment, and abuse while receiving medical care.
- Receive medical care in your language of preference.
- Be treated with respect and receive equal care regardless of race, color, national origin, sex, sexual orientation, gender identity or expression, age, religion, disability, income, diagnosis, or status as a veteran.
- Know the names and credentials of our staff.
- The privacy of your health information.
- Access, request changes to, and obtain your health information.
- Receive information on the services we provide, the fees we charge and our sliding fee discount program.
- Receive an explanation of your medical bill.
- Make complaints if care has not been acceptable and receive feedback on these complaints.

As a Mountain Park patient, you have the responsibility to:

- Provide medical history and personal information to your care team.
- Understand and follow the treatment plan agreed upon by you and your care team.
- Report changes in your medical condition to your care team.
- Be respectful of scheduled appointments.
- Be respectful of Mountain Park staff and other patients.
- Meet financial agreements.