

**We are committed to ensuring all patients are informed of their rights to treatment.**

Sunrise Clinics encourages patients and their families to report concerns related to care, treatment, services and patient safety issues to any Sunrise Clinics employee. Sunrise Clinics also ensures the following rights and responsibilities are preserved for all patients.

## **PATIENT RIGHTS**

- ✓ Understand and make use of your rights.
- ✓ Receive respectful and equal treatment, care and accommodations regardless of age, race, color, sex, national origin, disability, religion, sexual orientation, gender identity, physical or mental impairment, inability to pay, etc.
- ✓ Receive interpreter assistance if needed.
- ✓ Be allowed privacy within the law.
- ✓ Be assessed for pain.
- ✓ Be offered the opportunity to see if you qualify for a Sliding Scale Fee adjustment to your healthcare costs.

## **PATIENT RESPONSIBILITIES**

- ✓ All calls (i.e., appointments, cancellations, refills, medical, etc.) should be made to the appropriate office phone number. During weekends, holidays and after hours, all calls will be transferred automatically to our answering service to connect you with an on-call provider. In case of emergency, please call 911 or go to the emergency room.
- ✓ Medical appointments must be canceled at least one (1) business day prior to your scheduled appointment time. If you are an established patient and arrive 15 minutes late for your appointment, you will be considered a “no show,” regardless of whether or not you received treatment that day. Canceling or rescheduling less than two (2) hours before the scheduled appointment will be considered a no-show. An “established patient” is someone who has been seen in one of our offices by one of our providers. If you are a “no show” for three (3) appointments within any 12-month period, you will be dismissed from the practice.
- ✓ If you are a “no show” new patient, you will be offered a one-time opportunity to reschedule your appointment.
- ✓ If you have not been seen by one of our providers in three (3) years, you will be considered a new patient.
- ✓ If your child is scheduled for a physical or immunizations, a current immunization record must be brought with you.
- ✓ The following are prohibited in any Sunrise Clinics facility, in a vehicle or anywhere on property: (1) tobacco or smoking-related products, including, but not limited to, cigarettes, e-cigarettes, vaporizers, pens, cigars, etc. (2) any type of weapon.
- ✓ You must bring the appropriate insurance card with you to each appointment. A nominal fee is expected at the time of service. If possible, please limit the number of people accompanying you for your appointment to no more than two (2). If it is necessary for you to bring small children, please bring another adult to supervise them.
- ✓ Bring a list of all medications with you to every appointment. This includes prescriptions, over-the-counter medications and herbal medications.
- ✓ Provide Sunrise Clinics providers full medical disclosure. It is your responsibility to carry out the recommended treatment plan.
- ✓ Allow at least 30 days for completion of insurance forms, disability forms, transfer of treatment records, etc.
- ✓ All medication refills will be directed to your pharmacy or will be addressed within 24 hours of the request during business hours.