



## Patient Rights & Responsibilities

CityMD is committed to providing you with the highest quality medical care. CityMD providers and employees are dedicated to helping you achieve and maintain your health goals in a safe, respectful, caring, and supportive environment. We encourage you to speak openly with your health care providers and to be involved in your health care. We recognize that patients have basic rights and we are committed to honoring those rights. At the same time, we also expect responsible behavior from our patients.

### Patient Rights

- YOU HAVE THE RIGHT to be treated with courtesy, respect and dignity.
- YOU HAVE THE RIGHT to participate in decisions regarding to care.
- YOU HAVE THE RIGHT to refuse care or services.
- YOU HAVE THE RIGHT to privacy.
- YOU HAVE THE RIGHT to voice your concerns about the care or services you received at CityMD. You may submit a concern, complaint or grievance by calling our Patient Relations Department at 908.977.9499 or by email at [wecare@summithealth.com](mailto:wecare@summithealth.com).
- YOU HAVE THE RIGHT to refuse the release of personal health information (except when permitted by law) in accordance with CityMD's Notice of Privacy Practices.
- YOU HAVE THE RIGHT to access your medical records and/or to request an amendment to your medical record.
- YOU HAVE THE RIGHT to an interpreter at no cost to you. This includes foreign language interpreters, sign language interpreters, and written information in other languages and formats.
- YOU HAVE THE RIGHT to receive accurate and easily understood information about your health plan, healthcare professional and healthcare facility.
- YOU HAVE THE RIGHT to request a copy of this Patient Rights and Responsibilities during or after your CityMD visit.

### Patient Responsibilities

- YOU ARE EXPECTED to honestly disclose information that may assist in establishing a diagnosis and an appropriate plan of care.
- YOU ARE EXPECTED to support an environment where the safety and property and CityMD's personnel and patients are respected.
- YOU ARE EXPECTED to inquire if any portion of caregiving or follow-up is not entirely comprehended.
- YOU ARE EXPECTED to notify CityMD staff or your CityMD provider if there are any limitations (cultural, religious, or other) that may limit the care provided or pose barriers to providing care.
- YOU ARE EXPECTED to satisfy your financial commitments toward care.