

# Patient's Rights and Responsibilities

*(Adapted from New Hampshire RSA 151:21)*

## **Patient's Rights**

- I. As a patient of Nashua Medical Group, you will be treated with consideration, respect and dignity as an individual.
- II. Your Nashua Medical Group provider will inform you of your health care needs and give you an opportunity to participate in the planning of your care and treatment.
- III. You have a right to urgent or emergency medical care at any time. For this reason, a physician is always on-call. You should seek emergency care at the closest hospital emergency room. For urgent care after normal office hours, our answering service will page the physician on-call.
- IV. Nashua Medical Group ensures confidential treatment of your medical record information, including electronic and paper medical record data. Your written consent is required to release information to anyone not authorized by law to receive it. The medical record information is considered property of the patient. You are entitled to copies of the information, for a reasonable cost, upon your request.
- V. You shall not be denied appropriate medical care on the basis of race, religion, color, national origin, sex, disability, marital status, sexual preference or source of payment.
- VI. You are entitled to select the provider of your choice, as long as your insurance company approves the provider and the provider is accepting new patients.

## **Patient's Responsibilities**

- I. The patient is expected to manage his/her personal financial affairs. If you wish for Nashua Medical Group to bill your insurance company, you are expected to produce an updated insurance ID card or appropriate paperwork so that Nashua Medical Group can bill for services rendered. You may be asked to sign a payment waiver if we cannot verify your insurance information.
- II. You are expected to pay the copay amount, if appropriate, at the time of service. Other fees, coinsurance or deductibles are expected to be paid within 20 days of receipt of the payment statement.
- III. You are expected to request referrals for non-emergent services, rendered by providers other than Nashua Medical Group, prior to receiving the services. Nashua Medical Group will not process referrals for services already received except for emergency or urgent needs. In general, it takes three (3) business days to process referrals.
- IV. You are expected to verify your insurance benefits and specialist information with your insurance company before seeking services.
- V. We request 48-hour notice for all prescription renewal requests. Please make your best effort to plan ahead.
- VI. We understand that you may need to cancel or reschedule an appointment. We ask that you call us at least 24 hours ahead of time, unless otherwise advised. Since the physician's schedules are very busy, many patients are waiting for an appointment. With proper notice, we can care for all our patients more effectively. Charges may apply to missed appointments without prior cancellation.
- VII. Many insurance plans require you to select a Primary Care Provider. If you wish to select a new Primary Care Provider, you must first call your insurance company. After you make the selection, please notify us of the change.
- VIII. You are expected to keep us updated and informed of any demographic changes: addresses and phone numbers. You are expected to remove blocks from private lines in order to receive call backs from Physicians or staff.