

# Conroe Family Medicine, P.A.

## Patients Responsibilities and Rights

### Your Responsibilities:

- Follow your Physicians instructions.
- Be on time for your appointment. If you are more than 15 minutes late you may have to reschedule your appointment.
- Let us know if your address, phone numbers or insurance have changed.
- Carry your insurance card with you at all times and bring to every appointment that you have. We will need a copy of your insurance card.
- Co-payment is due at time of service.
- Know all of your insurance benefits.
- If a referral is needed to a specialist let our office know at least 48 hours before your appointment.
- **Allow 48-72 hours for all prescription refills.**
- Please respect patients and Conroe Family Medicine staff.
- If you are unable to keep an appointment please give the office 24 hours notice. We may charge \$25 for any unkept appointments.

### Your Rights:

- Receive quality health care.
- Be treated respectfully by Conroe Family Medicine.
- Expect that all communications and records pertaining to your health care will be treated as confidential.
- Take part in wellness programs.
- Receive assistance from your insurance company's customer service for concerns and questions.
- Be involved in decisions regarding the medical care you receive.