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San Marino CA 91108
FAX 626-345-5748
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PATIENT RIGHTS AND RESPONSIBILITIES

Patients have the right to be free of discrimination when receiving care and to be treated respectfully by providers and staff. Jabberdogs complies with applicable civil rights policies, state, and federal laws.

Patients have the right:

1. To be treated kindly and with respect for your personal values, beliefs, and preferences to be honored.
2. To know the names of the licensed health care providers and other health care workers who are taking care of you.
3. To know about your health condition, diagnosis, be involved in making decisions about your medical care, and to understand the chances of getting better. This includes being part of any important talks about your treatment. You can see your medical records, and you will get a "Notice of Privacy Practices" that explains your rights to access your records.
4. To make decisions about your medical care and get all the information you need about any suggested treatment.
5. To ask for or say no to certain treatments. But you cannot ask for treatments that are not needed or not right for your condition.
6. To get a fair answer to any reasonable requests you make.
7. To privacy. Conversations, exams, and treatments should be kept private. You can ask why someone is in there.
8. To keep your medical records and discussions about your care private. You will get a "Notice of Privacy Practices" explaining your privacy rights and how your health information can be used and shared.
9. To be cared for in a safe place where no one hurts you mentally, physically, sexually, or verbally. No one should abuse, neglect, exploit, or harass you.

10. To know in advance when and where your appointments are and who will be treating you.
11. To participate in the plan and be told what you need to do for your health after you leave the office.
12. To see and understand the bill.
13. To make a complaint, grievance or share a concern with us, please let Stephanie Masek know. Stephanie@jabberdogs.com. We will investigate the complaint and respond to you in writing within 30 days.

California Department of Public Health
681 S. Parker Avenue, Ste. 200
Orange, CA 92868
1-800-228-5234

Patients are Responsible...

1. To Be Honest to tell the truth about your health.
2. To be polite to staff, and other patients. Share concerns calmly.
3. To ask questions, share concerns, and help decide your treatment plan.
4. To understand your treatment.
5. To keep other patients' information private and not share their personal details. Also, do not take pictures, videos, or recordings of staff, providers, or other patients. It is important to make sure everyone feels safe and respected.
6. To make sure to pay for your medical services, like copays or any part of the bill that your insurance does not cover. Share your insurance details with us so we can take care of your billing correctly and make sure you get the right care.

These responsibilities help make sure everyone stays safe and gets the best care possible.