



PATIENT RESPONSIBILITIES	Date issued: 02/10/2017 Revised:
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VISION STATEMENT

Beebe Medical Group (BMG) will be the leader in the delivery of exceptional medical care exceeding patient expectations while maintaining high patient, provider, and staff satisfaction.

PURPOSE

The purpose of this policy is to provide communication to our patients the expectations of a BMG patient.

SCOPE

This policy encompasses all patients within BMG.

POLICY

It is the BMG policy to provide all patients with information about the responsibilities/expectations of the BMG patient. Since the patient/provider relationship is at the discretion of either party please:

- Be an active participant in your health care
- Treat all staff, visitors, and other patients with courtesy and respect
- Provide a complete medical history to include a list of all of your prescriptions with over-the-counter medications and vitamins/supplements that you take – be prepared to share at every visit
- Be compliant in getting tests ordered by your provider completed
 - If there is a reason to not complete the testing ordered, please notify your provider
- Be compliant in taking your prescribed medications as directed
- Let us know when you see other healthcare providers (please include any walk-in care, urgent care, emergency room care, or discharge clinic care) so we can help to coordinate your care
- Ask questions if you do not understand information or instructions
 - Ask to clarify treatment course or care decisions if they are not understood
- Keep scheduled appointments or call to reschedule as early as possible
- No Smoking on any of BMG premises as we are part of a non-smoking Hospital System
- Respect other patients' privacy
- Bring your insurance card and photo ID to each appointment
- Provide BMG with copy of any Advance Directives (i.e. Living Will or Power of Attorney)
- Pay co-pays and past due balances at the time of service
 - Ask for a payment arrangement when needed