

Patient Rights and Responsibilities

Welcome to Sage Elevate

Your therapy will be provided by experienced professionals in the comfort of our infusion suite. It is our goal to provide you with the best care possible and to provide an affordable alternative to hospital or home-based care. **Please call (813)683-5963 with any questions or concerns.** If there is a medical emergency, please call 911 or go to the nearest emergency facility.

Patient Rights

- You have the right to exercise your rights as a patient of Sage Elevate.
- Your family or guardian may exercise your rights if you have been judged incompetent.
- You have the right to have your property treated with respect.
- You have the right to voice grievances regarding your treatment or care that is or may fail to be furnished, or regarding the lack of respect for property by anyone who is furnishing services on behalf of Sage Elevate and must not be subjected to discrimination or reprisal for doing so.
- Sage Elevate will investigate your (or your family's) complaints and will document both the existence of the complaint and the resolution of the complaint.
- You have the right to be informed in advance of who will be providing and is responsible for your care, and the frequency of your proposed visits/treatments at our center.
- You have the right to a prompt and reasonable response to questions and requests.
- You have the right to know what support services are available, including whether or not an interpreter is available if you do not speak English.
- A patient has the right to be given by the healthcare provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.
- A patient has the right to refuse any treatment, except as otherwise provided by law.
- A patient has the right to be given, upon request, full information, and necessary counseling on the availability of known financial resources for his or her care.
- A patient who is eligible for Medicare has the right to know, upon request and in advance of treatment, whether the health care provider or health care facility accepts the Medicare assignment rate.
- A patient has the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- A patient has the right to receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.
- A patient has the right to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, handicap, or source of payment.
- A patient has the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- A patient has the right to know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such experimental research.
- The patient has the right to confidentiality of your clinical records maintained by this agency.

Information from your clinical record will not be released without your consent unless required by law.

Patient Responsibilities

- The patient should recognize a Medical Emergency and call proper support if a medical emergency occurs. The patient should not wait for infusion center staff to respond.
- A patient is responsible for providing to the healthcare provider, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his or her health.
- A patient is responsible for reporting unexpected changes in his or her condition to the healthcare provider.
- A patient is responsible for reporting to the health care provider whether he or she comprehends a contemplated course of action and what is expected of him or her.
- A patient is responsible for following the treatment plan recommended by the healthcare provider.
- A patient is responsible for his or her actions if he or she refuses treatment or does not follow the health care provider's instructions.
- A patient is responsible for assuring that the financial obligations of his or her healthcare are fulfilled as promptly as possible.
- A patient is responsible for following healthcare facility rules and regulations affecting patient care and conduct and is expected to treat the staff with dignity and respect.
- A patient is responsible for keeping appointments and, when he or she is unable to do so for any reason, for notifying the healthcare provider or health care facility.
- Patient is responsible for notifying Sage Elevate of any changes or potential changes to the insurance.
- **The patient is responsible for notifying the office if the patient is going to be 15 minutes or more late and the patient recognizes that the office may or may not be able to keep the patients current appointment and the patient may need to reschedule the appointment.**
- I have received patient information handouts/pamphlets and understand that if I have additional questions I can ask Sage Elevate or my referring provider. _____

I _____ affirm that I have read and understand the patient rights and responsibilities and have received a copy of the patient rights and responsibilities.

Patient Signature: _____

Date: _____

Witness Signature: _____