

Valley Gastroenterology Associates and Four Seasons Endoscopy Center

Patient Responsibilities

1. Patients have a responsibility to keep their appointment as scheduled. When an appointment cannot be met, a patient should contact the office, as soon as possible, to cancel and reschedule the appointment.
2. Patients have a responsibility to provide the attending physician and all staff members will accurate, truthful and complete medical information. This includes information about health as well as information about all medications, supplements, over the counter products and any allergies or sensitivities.
3. Patients have a responsibility to follow the mutually agreed upon treatment plan. Patients are responsible for participating in their health care planning. Patients have a responsibility to report a change in their health or medications and to ask questions when they do not understand any part of their care plan.
4. Patients have a responsibility to provide the administrative staff members with accurate, truthful and complete insurance information.
5. Patients have a responsibility to accept personal financial responsibility for any charges not covered by their insurance company.
6. Patients have a responsibility to pay their bills promptly. If a claim is disputed or if a patient requires a detailed explanation of the bill, it is the patient's responsibility to ask questions and work cooperatively with the billing department to resolve any disputes.
7. Patients have a responsibility to inform the physician and staff about any living will, medical power of attorney or any other directive that could impact their health care.
8. Patients have a responsibility to treat their physician, healthcare providers and staff as well as other patients with respect.
9. Patients have the responsibility of providing a responsible adult to transport him/her home from the facility and if required by the physician remain with the patient up to 24 hours after discharge.