



Patient Rights & Responsibilities

At Benjamin Liess ENT, we want to ensure you receive the best-possible care and have a great experience every time you come to our office. We want you to leave your visit feeling confident and in control of your health care.

Patient Rights

As a Benjamin Liess, ENT patient, you and your family have the right to:

- Considerate and respectful care, with recognition of your personal dignity
- Access all the health care services we provide, consistent with available resources and accepted standards of care.
- Refuse treatment to the extent permitted by law; and to be informed of any alternative treatments and the complications, risks, and/or benefits of alternative treatments or of accepting or refusing a course of treatment.
- Privacy and confidentiality concerning your medical care and records, to the extent permitted by law.
- Authorize or refuse to authorize the release of your health care information, except when release is required by law.
- Know the identity and professional status of the health care provider responsible for managing your care.
- Participate in decisions about your health care.
- An easily understandable explanation of the diagnosis, treatment, and prognosis of your illness
- Participate or refuse to participate in experimental research and to receive adequate information before making a decision regarding any offered experimental or research-level treatments or procedures.
- Receive care in a safe environment.
- Be informed of the facility's rules and regulations that relate to patient and visitor conduct.
- Be informed of the patient grievance system and to report grievances, recommendations, or concerns to a Practice Administrator or Manager

Patient Responsibilities

As a Benjamin Liess, ENT patient, you and your family are responsible for:

- Providing accurate and complete information regarding your medical history so we can provide you with appropriate care.



- Providing accurate and complete information about your health insurance so we can coordinate your care with your health plan.
- Being considerate of the rights of other patients and staff
- Being respectful of other people's property
- Complying with the medical plan, including follow-up care, agreed upon by you and your provider.
- Letting your provider know whether you understand the medical plan and what is expected of you.
- Arriving 10 minutes before your scheduled appointments and informing us at least 24 hours before any appointment you may have to miss.
- Following the facility's rules and regulations, including no-tobacco rules and parking regulations

Complete written policies and procedures regarding Benjamin Liess, ENT services, including after-hours and emergency coverage, the patient grievance system, payment policies and fee schedules, treatment of unemancipated minors, and patients' rights and responsibilities, are available at all our office.