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PATIENT RIGHTS AND RESPONSIBILITIES

At Ryan Ranch Medical Group, we want to encourage you, as the patient, to communicate openly with your health care team, participate in your treatment choices, and promote your own safety by being well informed and actively involved in your care. Because we want you to think of yourself as a partner in your care, we want you to know your rights as well as your responsibilities.

As a patient of Ryan Ranch Medical Group you have the right:

- To receive considerate, respectful and compassionate care regardless of your age, gender, race, national origin, religion, sexual orientation or disabilities.
- To be treated with courtesy and respect.
- To have your privacy protected and to receive our Notice of Privacy Practices
- To have information about your diagnosis, choices, risks and benefits of treatment so you can assist in developing your plan of care, including management of pain.
- To refuse treatment, except as otherwise provided by law
- To the confidentiality of your medical record and the right to access information from it, with reasonable notice.
- To review your bill, have the information explained to you and to receive a copy of your bill when requested.

As a patient of Ryan Ranch Medical Group you are responsible:

- To provide Ryan Ranch Medical Group with information that, to the best of your knowledge, is accurate and complete about all matters relating to your health.
- To report sudden changes in your condition to the responsible practitioner.
- To follow the treatment plan recommended by your health care provider, including obtaining requested laboratory tests, x-rays, ultrasounds, MRIs, Stress tests, etc.
- To verify that requested tests and/or medications are a covered benefit with your insurance.
- To keep scheduled appointments, or when not able to do so, notifying Ryan Ranch Medical Group within 24 hours to reschedule
- To provide Ryan Ranch Medical Group accurate and current information for your insurance.
- To meet your financial obligations promptly.
- To provide co-payment at the time of service or incur an additional \$10 fee for billing the co-payment to you.
- To be prepared for your visit and aware of the allotted appointment time.
- To discuss only those issues that the appointment was scheduled for and schedule follow up visits as directed.
- To bring all medications to each scheduled visit
- To call your pharmacy (NOT THE OFFICE) **at least 1 week prior** to using the last of any medication for a refill request.
- To understand that antibiotics and/or narcotics are not prescribed WITHOUT AN APPOINTMENT – EVER.
- To be considerate and respectful of Ryan Ranch Medical Group's personnel and property.

Ryan Ranch Medical Group will do our best to schedule same-day appointments, in case of emergency, **when at all possible**. This is why it is so important to cancel any appointment in advance that you cannot keep. The physicians at Ryan Ranch Medical Group have "privileges" at The Community Hospital of the Monterey Peninsula; however, all of our patients are admitted and cared for by "Hospitalists". These are on-site physicians, employed by the hospital, to care for our patients. Allowing a hospitalist to manage your medical care while in the hospital, allows our physicians more time and availability at the clinic, to meet the needs of you and your family. We have a 24-hour on-call answering service for any after hour emergencies for your convenience.