



Wiscasset Family Medicine

Cortney Linville, DO
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Patient's Rights and Responsibilities

PATIENT'S RIGHTS

- Receive care, no matter your age, race, ethnicity, culture, color, national origin, language, sex, gender identity or expression, sexual orientation, appearance, socio-economic status, physical or mental disability, religion, or diagnosis.
- You have the right to designate a support person of your choosing. This support person may be, but is not limited to a spouse, a domestic partner (including a same sex domestic partner), a family member, or a friend.
- Feel safe at Wiscasset Family Medicine.
- To ask questions if you have concerns.
- To say 'No' to any treatment options we suggest.
- To have your religious beliefs respected.
- You have the right to be well informed about your illness, possible treatments, likely outcomes and unexpected outcomes and discuss this with your health care provider.
- You have the right to be free from all forms of abuse or harassment.
- You have the right to have your choices about health care decisions respected.
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- To be treated politely with consideration.
- To have your privacy respected.
- To receive a copy of, or review your medical records and to have information explained, except when restricted by law.
- To have your questions about any costs or bills answered at any time.
- To high quality of care.
- To information and education.
- You have the right to know the names of your health care providers, medical assistants and health care administrative assistants and all personnel involved in your health care.
- You have the right to expect that treatment records are confidential unless you have given permission to release information or reporting is required or permitted by law. When Wiscasset Family Medicine releases records to others, such as insurers during the billing process, we emphasize that the records are confidential.



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Patient's Rights and Responsibilities continued

CONCERNS, COMPLAINTS OR GRIEVANCES

As a patient of Wiscasset Family Medicine, you also have the right to...

- Receive a reasonably timed response to your request for services.
- Be involved in resolving issues involving your own care, treatment and services.
- To express concerns, complaints and/or a grievance to Wiscasset Family Medicine personnel. You may do this by contacting the Wiscasset Family Medicine Practice Manager:

Shelley Strozier, Practice Manager
P.O. Box 351, 66 Water Street
Wiscasset, ME 04578
(Phone) 207.882.6008 (Fax) 207.882.7803

PATIENT'S RESPONSIBILITIES

- Give correct and complete information about your health status and health history.
- Ask questions if you do not understand information or instructions.
- Inform your caregivers if you do not intend to or cannot follow the treatment plan.
- Accept health consequences that may occur if you decide to refuse treatment or instructions.
- Cooperate with your caregivers.
- Tell your caregivers of any medications you brought from home.
- Tell your caregivers at Wiscasset Family Medicine if you received care in another facility or practice.
- Give other providers or facilities your personal clinician's information when you seek care outside of Wiscasset Family Medicine.
- Report any changes in your health status to your caregivers.
- To follow rules and regulations.
- Respect the rights and be considerate of Wiscasset Family Medicine personnel, property of the practice and other patients.
- To keep your scheduled appointments, or let us know if you are unable to keep them.
- To pay your bills or make arrangements to meet the financial obligations arising from your care.