

Patient Responsibilities

As a patient of Urology of Virginia, you are responsible for

- **Information Exchange**
 - Providing our health care team with accurate, updated, and complete information regarding your address, phone number(s), health insurance, etc, at each visit.
 - Asking questions if you do not understand what you have been told or what to do next.
 - Expressing any complaints or problems to our staff and/or physicians.
 - Understanding your insurance benefits, requirements, and processes.
 - Providing us a copy of your Durable Power of Attorney for Healthcare, if you have one.
- **Financial**
 - Payment for your services upon receipt of the bill or upon treatment in our office.
- **Referrals**
 - Contacting your primary care physician to obtain a referral(s) to our office, outside specialists, diagnostic and imaging centers, etc.
 - Tracking the number and utilization of those referral(s) so you know when you need to obtain a new referral.
 - Delivering those referrals at the time of the appointment.
- **Appointments**
 - Canceling your appointment no less than 72 hours prior to the appointment date and time
Note: Repeated cancellations and/or not showing up to your appointment will result in a deposit requirement for future appointments. ***See No Show Policy***
- **Treatment**
 - Following your agreed upon treatment plan and taking medications as prescribed
- **Medications and Prescription Refills**
 - Bringing an updated list of your medications, to include name and dosage, to each visit.
 - Calling our office for a prescription refill no less than 5 days prior to running out of the prescription.
 - Providing our health care team with the name and phone number of your pharmacy.
 - Call your pharmacy for a prescription refill and your pharmacy will contact our office.
- **Respect**
 - **Being respectful and considerate of the rights of other patients and office personnel**

I fully understand my responsibilities as a patient of Urology of Virginia, PLLC.

Patient Rights

As a patient of Urology of Virginia, you have the right to

- **Respect**
 - Considerate, dignified, and respectful care at all times by the staff and physicians
- **Information Exchange**
 - Know the names and positions of the people who are taking care of you.
 - Be told your medical problems(s) and know how your problem(s) can be treated in words where you can fully understand the information being told to you.
 - Have your communications and records kept confidential unless you have authorized otherwise.
 - Read the full version of the Urology of Virginia *Privacy Policy*.
 - Voice your concerns or grievances regarding your care, and to know how these complaints are being handled.
- **Treatment**
 - Be asked if you want a treatment or procedure before it is done, unless it is an emergency.
 - Be examined and treated in private
 - Refuse treatment and to be told what may happen if you do not get the treatment
 - Receive treatment in a clean and safe office environment
 - Make an informed decision regarding your treatment
 - Know when services, treatments, testing, or supplies may be available from other health care organizations in the community.
- **Financial**
 - See your medical bills and have them explained to you.
 - Be told, when the information is known, that Medicare or other insurance carriers may not or will not pay for services.

I fully understand my rights as a patient of Urology of Virginia, PLLC.