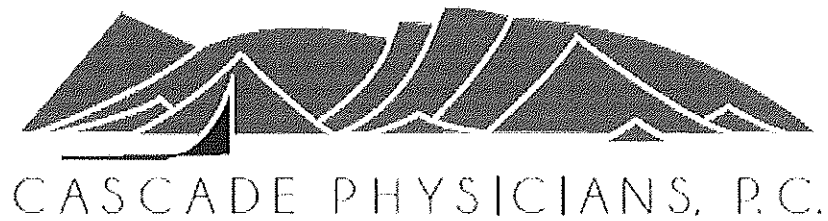


Patient Rights and Responsibilities

As a patient and/or his/her legal representative of Cascade Physicians, you have the right to:

- Receive considerate, respectful and compassionate care in a safe and secure environment that is free of all forms of discrimination, abuse or harassment, regardless of your age, gender, race, national origin, religion, sexual orientation, gender identity or disabilities.
- You have the right to be informed of the name, identity and professional status of your primary healthcare provider, as well as the name, identities, professional status and professional relationship of other healthcare providers and team members involved in your care.
- Communications in a language and manner in which you understand. Interpreters will be provided when necessary.
- Have another person present during examination and/or treatment, unless that person's presence compromises your or others rights, safety, and health.
- To be told by your health care provider about your diagnosis and possible prognosis, the benefits and risks of treatment, and the expected outcomes of treatment in terms you can understand. You have the right to give written informed consent before any non-emergency procedure begins.
- Within the confines of law, review your medical records. All communications and records pertaining to your care will be treated as confidential.
- You can expect full consideration of your privacy and confidentiality in care discussions, exams, and treatment.
- Agree to or refuse to participate in research projects
- To make an advanced directive and appoint someone to make healthcare decisions for you if you are unable. If you do not have an advanced directive, we can provide you with appropriate information
- Expect reasonable continuity of care
- Receive and examine an explanation of charges for services rendered, as well as receive detailed information regarding charges received.
- You, and others whom you elect, have the right to participate in decisions about your care, your treatment, and services provided, including the right to refuse treatment to the extent permitted by law.
- You have the right to voice your concerns about the care you receive. If you have a problem or complaint, you may talk with your health care provider or the site manager. You may also email your concern to: compliance@cascaedem.com



Patient Responsibilities:

As a patient and/or his/her legal representative of Cascade Physicians, you have the responsibility to:

- To provide complete and accurate information, including your full name, address, telephone number, date of birth, insurance carrier, and employer when required.
- To provide complete and accurate information regarding your health, including present condition, past illnesses, hospitalizations, medications (including over-the-counter products and supplements), allergies and sensitivities, and any other information that pertains to your health.
- Be an active participant in your care.
- You are expected to make it known whether you clearly comprehend a proposed treatment plan and what is expected of you, including whether you anticipate not following the prescribed treatments or are considering alternative therapies. Ask questions if you do not understand. You are responsible for outcomes if you do not follow the care, treatment, and service plan.
- Inform and report unexpected changes in your condition to the responsible practitioner in a timely manner
- You are expected to treat all clinic staff, other patients, and visitors with courtesy and respect. Be respectful of others and their properties while in Cascade Physician facilities. Assist in the control of the noise, smoking, and number of visitors. Cascade Physicians does not allow weapons of any kinds on the premises.
- Provide complete and accurate billing information for claim processing and to pay bills in a timely manner.
- Keep appointment, be on time for you appointments and notify your physician as soon as possible if you cannot keep your appointments.
- Failure to comply with the above may lead to termination from the practice.