



## Patient Bill of Rights and Responsibilities

Saco River Medical Group (SRMG) recognizes that the health and well-being of patients depends on a collaborative effort between patients and SRMG medical providers. Patients have both rights and responsibilities when they interact with SRMG providers and staff, which are described below.

### As a patient, you have the right to:

- Timely access to medical care.
- Be treated with dignity and respect by each SRMG staff member.
- Medical care that is free from discrimination on the basis of age, sex\*, race, ethnicity, national origin, language, disease, disability, or religion.
- Easy-to-understand information about your diagnosis and treatment options from your SRMG medical provider.
- Ask your SRMG medical service provider questions so that you can make informed decisions about your health.
- Request the professional qualifications of the primary SRMG medical provider rendering care.
- Communicate confidentially with your SRMG medical provider.
- Privacy and confidentiality as outlined in the Notice of Privacy Practices
- Withdraw your consent, delay, or otherwise refuse examination, intervention, or treatment.
- Continuity of care – if for any reason you decide to seek care elsewhere, your SRMG medical provider will work to coordinate your care in accordance with your wishes.
- Review and request amendments to your medical records.
- Provide feedback about any matter that occurs in SRMG by available means, including the SRMG Feedback email: [feedback@sacdocs.com](mailto:feedback@sacdocs.com)
- Submit a formal complaint as outlined in our **Complaint Procedure**

### As a patient, you have a responsibility to:

- Conduct all your interactions with SRMG staff members, other patients, and visitors in a respectful and polite manner. Verbal or physical intimidation, violence, or the threat of violence towards anyone will not be tolerated and will be reported to the appropriate authorities. Refer to the **SRMG disruptive behavior policy** for more information.
- Be honest and forthcoming with your SRMG medical service provider about the symptoms you are experiencing.
- Provide as complete a medical history as you can, which includes details and information about past illnesses, medications, hospitalizations, and other matters related to current health.
- Cooperate with agreed-upon treatment plans.
- Coordinate routine medical care and delivery of needed medications if you accept an assignment at a post where such care or medication may not be available.
- Fulfill financial responsibilities that are incurred when seeking medical care.
- Understand that SRMG operates in a manner intended to protect patient safety, safeguard confidentiality, and reduce the risk of medical errors. SRMG adheres to established business hours, observes standard operating procedures, and provides care consistent with SRMG capabilities and available resources.

\* As defined by current U.S. Equal Employment Opportunity Commission policy (Rev. 03/2025)



**Patients' Bill of Rights**

Documentation of Receipt and Understanding of Patients' Bill of Rights

I, \_\_\_\_\_, acknowledge that I have received, read and understood, and agree to all provisions contained in the Patients' Bill of Rights.

Signed \_\_\_\_\_ Date \_\_\_\_\_