

MiDoctor values and cares about your privacy and is committed to protecting your information.

Patients' Rights

The Right to Information

Patients have the right to receive easily understood and accurate information to assist them in making informed decisions about their health involving MiDoctor facilities and professionals.

The Right to be a Full Partner in Healthcare Decisions

Patients have the right to fully participate in all decisions related to their medical care. Patients who are unable to fully participate in treatment decisions have the right to be represented by parents, guardians, family members, or other conservators.

The Right to Identification

Patients have the right to know the identity of physicians, physician assistants, medical assistants, and others involved in their care, as well as when those involved are students or other trainees.

The Right to Respectful Care without Discrimination

All patients have the right to considerate, respectful care from all MiDoctor employees at all times and under all circumstances. Patients must not be discriminated against in the provision of healthcare services, consistent with the benefits covered in their policy and/or as required by law.

The Right to Privacy

Patients have the right to communicate with healthcare providers in confidence and to have the confidentiality of their personally identifying health information protected.

The Right to Review

Patients have the right to review and copy their own medical records and request amendments to their records, except as restricted by law. Patients also have right to have the information in their records interpreted or explained to them, except as restricted by law. Patients have the right to review any disclosures of their health information, in accordance with law and regulation.

The Right to Complaint Resolution

Patients have the right to a fair and efficient process for resolving any differences with MiDoctor, its policies, or its guidelines for healthcare providers.

The Right to have Acute Pain Issues Addressed

MiDoctor respects the patient's right to management of pain as appropriate and consistent with clinical practice guidelines.

The Right to Express Safety Concerns

Patients have the right to contact the Safety and Compliance Officer with any safety concerns. Patients also have the right to contact The NY Department of Health (<https://www.health.ny.gov/contact/>) to report any concern of patient safety which they feel MiDoctor management was unable to successfully address.

The Right to an Interpreter

Patients have the right to an interpreter, if necessary, and the right to have access to American Sign Language interpreter, if necessary.

Patients' Responsibilities

The Responsibility to be Accountable

In a health care system that affords patient's rights and protections, the patient must also take greater responsibility for maintaining good health.

The Responsibility to Ask Questions

Patients should ask questions when they do not understand their care, treatment, services, or when they do not understand what they are expected to do.

The Responsibility to Follow Instructions

Patients should follow their plan of care, treatment, or services. They should also express any concerns about their ability to follow the proposed plan. Patients should also accept their share of responsibility for outcomes of not following their plan of care, treatment, or service.

The Responsibility to Show Respect and Consideration

Patients are expected to show respect and consideration to all staff and providers at MiDoctor.

The Responsibility to Meet Financial Obligations

Patients are expected to meet all financial obligations agreed upon with MiDoctor.