



ZenBees Psychiatry and Wellness Services, LLC.

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Patient Rights and Responsibilities.

This policy defines your access to information and how your medical information is used or disclosed. The policy can change, new notice will be available upon request and is always available inside our patient portal.

Patient rights

- Patients have the right to get a copy of this privacy notice
- Patients have the right to get a copy of their paper or electronic medical record
- Patients have the right to correct your paper or electronic medical record
- Patients have the right to request confidential communication
- Patients have the right to ask us to limit the information we share
- Patients have the right to get a list of those with whom we've shared your information
- Patients have the right to choose someone to act for you
- Patients have the right to file a complaint if you believe your privacy rights have been violated
- Patients have the right to be treated with dignity and respect.
- Patients have the right to fair treatment.
- Patients have the right to have their treatment and other patient information kept private.
- Patients have the right to privacy, with consent, or if required by law, can records be released.
- Patients have the right to have an easy-to-understand explanation of their condition and treatment.
- Patients have the right to know about all their treatment choices, regardless of cost or whether covered by insurance.
- Patients have the right to get information about their insurance carrier's role in the treatment process.
- Patients have the right to information about providers' professional backgrounds.
- Patients have the right to know of their rights and responsibilities in the treatment process.
- Patients have the right to share in the information of their plan of care

Patient responsibilities:

- Patients have the responsibility to give providers information they need so the provider can deliver the best possible care.
- Patients have the responsibility to let provider know when the treatment plan no longer works for them.
- Patients have the responsibility to follow their medication plan. They must tell their provider about medication changes, including medications given to them by other providers.

- Patients have the responsibility to keep track of their medicine and reports to the authorities if lost/spilled or have their prescription/controlled medications stolen.
- Patients have the responsibility to treat those giving them care with dignity and respect.
- Patients should not take actions that could harm the lives of any employees, providers, or other patients.
- Patients have the responsibility to keep their appointments. Patients should call their providers as soon as possible if they need to cancel visits. Patients will be billed for missed appointments.
- Patients have the responsibility to ask their providers questions about their care. This is so they can understand their care and their role in that care.
- Patients have the responsibility to follow the plans and instructions for their care.
- Patients have the responsibility to plan medications visits or refills in advance so as to not precipitate emergency calls.
- Patients have the responsibility to let their provider know about problems with paying fees.
- Patients have the responsibility to work with their insurance company as needed to obtain authorizations for their care.
- Patients have the responsibility to keep track of their medicine and reports to the authorities if lost/spilled or have their prescription/controlled medications stolen.
- Patients have the responsibility to inform their providers of any change in insurance coverage as soon as it is known.
- Patients have ultimate responsibility for payment of services.

Your health information is confidential, and HIPAA protected. We can use and share your health information to run our practice, improve your care, and contact you when necessary.

To assist with your treatment plan, your health information may be used and shared with other professionals at our office or your treating physicians to better care for you. We can share your information with pharmacy staff only as needed to safely process prescriptions at a pharmacy that you have chosen. We will not share your health information with third party providers who are not involved in your mental health treatment unless you have given us consent to do so, except in emergency situations or when we perceive there is an imminent threat to health or safety.