



104 Commerce St
Cadiz, KY 42211

Patient Rights

Patients have the right to:

- Considerate, safe, dignified and respectful treatment.
- Complete information regarding diagnosis, treatment, evaluation and prognosis from their provider in terms they can understand.
- Privacy.
- Opportunity to participate in decisions involving their medical care, except when contraindicated for medical reasons.
- Examine and receive an explanation of their financial obligation regardless of who pays it.
- Expect all communications and records are confidential.
- Receive medically necessary treatment without discrimination based on color, race, creed, religion, national origin, sex, sexual orientation, age, disability, age, or marital status.
- Be informed of the need to be referred to another facility or specialty
- Reasonable continuity of care.
- Complete an advanced directive upon their wishes.
- The opportunity to express suggestions or grievances.

Patient Responsibilities

Patients should be expected to:

- Keep scheduled appointments. If you are unable to keep a scheduled appointment, please call the office within 24 hours to reschedule.
- Pay your copays, deductibles and coinsurances at time of service.
- Present an up to date insurance card at EACH visit. The full amount of service is patient responsibility for payment if INFINITY FAMILY CARE does not correct insurance information.
- Pay statements within 30 days. Statements over 90 days aged may be sent to a professional collections agency.
- Bring your medications to each office appointment.
- **Do not contact INFINITY FAMILY CARE providers or staff on social media. This is not HIPAA compliant. Abusing this will result in dismissal from practice.**
- Request refills at least 48 hours prior to picking up from the pharmacy.
- Inform your providers of any changes in your medications and/or health history.
- Be respectful of INFINITY FAMILY CARE providers and staff.