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Proyouth Pediatric Health & Wellness
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Patient Rights and Responsibilities

You have the right to:

- Competent, considerate and respectful health care, regardless of race, creed, age, sex or sexual orientation.
- A personal clinician who will see you on an on-going basis.
- An individualized treatment plan which considers you, your child's and your family's issues and needs.
- A complete, easily understandable explanation of your condition, treatment, illness expectations as well as wellness needs.
- Confidential management of communication and records pertaining to your medical care.
- The information necessary to make an informed decision about any treatment or procedure.
- Coordination of care with referral physicians.
- Same day urgent illness appointments when you call us early in the day.
- 24 hours, 7 days per week access to a Proyouth clinician for urgent issues.
- To participate or not in any research project that might be presented for your consideration.
- Any explanation of your medical bill.
- The opportunity to file a complaint should a dispute arise regarding care, treatment or service.
- The expectation that Proyouth will take reasonable steps to overcome cultural or other communication barriers that may exist between you and the staff.

You are responsible for:

- Knowing your health care clinician's name and contact information.
- Giving your clinician correct and complete health history information, e.g. allergies, past and present illnesses, medications and hospitalizations, family and social history.
- Providing staff with correct demographic and contact information, so we can readily reach you in the event of a schedule change and to give medical or clinical results. Providing staff with correct insurance information, initially, and when you have any changes.
- Communicating to other caregivers not present during the office visit, all pertinent information discussed by the doctor.
- Signing a "Release of Information" form when asked so your clinician can get medical records from other clinicians involved in your care and have outside clinician visits forwarded to us.
- Telling your clinician about all prescription medications, or other therapies, or over-the-counter medications you take.
- Telling your clinician about any changes in your condition or reactions to medications or treatment.
- Keeping your appointments, arriving on time and if you must cancel your appointment, please call the office at least 24 hours in advance.
- Payment of copays, and any balances due at the time of service.
- Prompt payment of any balance due for services rendered, after insurance submission.
- Treating the Proyouth staff in a cordial and respectful manner.
- Allowing for 3-day notification for prescription refills.
- Allowing for 5-day notification for any form completion.
- Requesting referrals and knowing/obtaining information from your insurance carrier as to network of providers, labs and radiology facilities for referral management.